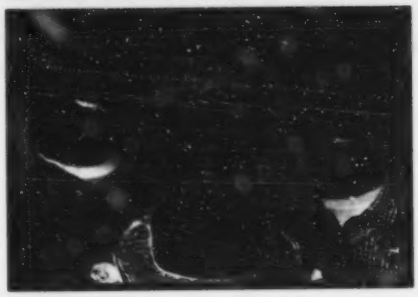


2008/09 Report on Multiculturalism

Government of British Columbia

DOC
BC
M7982
B:R4
2008/09
c.3

BRITISH COLUMBIA
The Best Place on Earth

NATIONAL LIBRARY OF CANADA CATALOGUING IN PUBLICATION DATA

Main entry under title:

Report on multiculturalism, Government of British Columbia. — 1993/94-

Annual

Includes: Multiculturalism BC annual report 1993/94-

Includes: Report on the activities of the Multicultural Advisory Council, 1993/94-

Imprint varies: 2000/01, Ministry of Multiculturalism and Immigration; 2001/02-2003/2004, Ministry of Community, Aboriginal and Women's Services; 2004/05- Ministry of Attorney General.

ISSN 1201-7310 = Report on Multiculturalism, Government of British Columbia

1. British Columbia. Multiculturalism Act – Periodicals.
2. Multiculturalism British Columbia – Periodicals.
3. British Columbia. Multicultural Advisory Council – Periodicals.
4. Multiculturalism - British Columbia – Periodicals.
5. Minorities – Services for - British Columbia - Periodicals.

I. Multiculturalism British Columbia

II. British Columbia. Ministry of Multiculturalism and Immigration.

III. British Columbia. Ministry of Community, Aboriginal and Women's Services.

IV. British Columbia. Ministry of Attorney General.

V. British Columbia. Ministry of Citizens' Services.

FC3850.A1 M84 354.7110084'84 C95-960166-X
F1059.7.A1 B73

LEGISLATIVE LIBRARY OF BRITISH COLUMBIA
3 3298 00355 0994

Letter to the Lieutenant-Governor of the Province of British Columbia

To His Honour
The Lieutenant-Governor of the
Province of British Columbia

May it please Your Honour:

Pursuant to Section 7(3) of the Multiculturalism Act, I respectfully submit the 15th annual report on the operation of the act. This report covers the activities for the 2008/09 fiscal year.

Respectfully submitted,

Honourable Ben Stewart
Minister of Citizens' Services and
Minister Responsible for
Multiculturalism and
the Public Affairs Bureau

Letter to the Minister

Honourable Ben Stewart
Minister of Citizens' Services and
Minister Responsible for
Multiculturalism and
the Public Affairs Bureau

Honourable Minister:

I respectfully submit the Report on Multiculturalism: Government of British Columbia 2008/09. This report documents the activities of the Government of British Columbia, and Crowns in support of the Multiculturalism Act for 2008/09.

Sincerely,

Kim Henderson
Deputy Minister
Ministry of Citizens' Services

LEGISLATIVE LIBRARY
VICTORIA, B.C. V8V 1X4
NOV 26 2009

Table of Contents

ii Welcoming the World to British Columbia

iii Multicultural Advisory Council

2 Ministry of Aboriginal Relations and Reconciliation

3 Ministry of Advanced Education and Labour Market Development

4 Ministry of Agriculture and Lands
including Integrated Land Management Bureau

5 Ministry of Attorney General
and Minister Responsible for Multiculturalism

9 Ministry of Children and Family Development

11 Ministry of Community Development

12 Ministry of Education

13 Ministry of Energy, Mines and Petroleum Resources

15 Ministry of Environment

16 Ministry of Finance

18 Ministry of Forests and Range

19 Ministry of Health Services

20 Ministry of Healthy Living and Sport

22 Ministry of Housing and Social Development

24 Ministry of Labour and Citizens' Services

26 Ministry of Public Safety and Solicitor General

27 Ministry of Small Business, Technology and Economic Development

28 Ministry of Tourism, Culture and the Arts

29 Ministry of Transportation and Infrastructure

Table of Contents

31 British Columbia Assessment Authority

32 BC Games Society

33 BC Housing Management Commission

34 BC Hydro

36 British Columbia Innovation Council

37 British Columbia Investment Management Corporation

38 British Columbia Lottery Corporation

39 BC Pavilion Corporation

40 British Columbia Pension Corporation

41 BC Public Service Agency

42 British Columbia Railway Company

44 BC Transit

45 BC Transmission Corporation

46 British Columbia Utilities Commission

47 Columbia Basin Trust

48 Columbia Power Corporation

49 Community Living BC

50 First Peoples Heritage, Language and Culture Council

51 Forestry Innovation Investment Ltd.

52 Homeowner Protection Office

54 Insurance Corporation of British Columbia

55 Knowledge Network

56 Legal Services Society

57 Liquor Distribution Branch

58 Oil and Gas Commission

59 Pacific Carbon Trust

60 Partnership British Columbia

61 Provincial Capital Commission

62 Royal BC Museum Corporation

64 Tourism British Columbia

Welcoming the World to British Columbia

The Province of British Columbia is one of Canada's most culturally and linguistically diverse provinces and serves as a model of multiculturalism. According to the 2006 Census, 27 per cent of British Columbia's population was born outside of Canada. Over one million British Columbians are self-identified as visible minority with the top visible minority populations being Chinese, South Asian and Filipino, and the top three mother tongue languages being English, Punjabi and Chinese.

Along with the diversity of immigrants who have been welcomed to the province over many years by indigenous peoples, it is important to recognize that British Columbia is the traditional territory of approximately 200 First Nations representing about 120,000 people. Approximately 45,000 Métis and 800 Inuit reside in the province. These diverse peoples represent over 34 distinct languages. From Vancouver Island to Yukon Territory, vibrant indigenous cultures anchored in generations of human history covers the landscape of the entire province.

"Qalxalmulhmts." In Bella Coola, on the central coast, the Nuxalk people use this word to welcome visitors. If you travel to Moricetown you may hear a greeting from the Wet'suwet'en people: "Ts'oont'iy' nents'iyit'en" (we're happy to see you); or north of Victoria on southern Vancouver Island amongst the Saanich Nation: "ÍY, CÁNES QENONE TÁ" (it is good to see you).

Over 150 years ago, settlers of European descent first entered this land of richly varied indigenous multiculturalism.[1] As Europeans moved into Aboriginal territories, they introduced their own philosophies, technologies, political and economic systems. For over a century, assimilation exacted a tragic toll on Aboriginal communities and families, doing great harm to indigenous cultures. First Nations and Métis peoples struggled persistently for recognition as self determining peoples, with languages, cultures and political systems deserving of respect and support. Canada took a step towards recognition in 1982, with repatriation of the Constitution. Section 35 recognized and affirmed "existing Aboriginal and treaty rights of the Indian, Inuit and Métis peoples of Canada."

A sense of commitment by the Province of British Columbia to support Aboriginal cultures took shape, and a variety of relationship-building processes were implemented, including the establishment of the B.C. treaty process and the negotiation of a treaty with the Nisga'a Nation. In November 2005, the Province, the federal government and the First Nations Leadership Council signed the Transformative Change Accord. The accord is a commitment to improve government-to-government relationships and to close social and economic gaps between First Nations and other British Columbians in the areas of economic opportunities, education, health and housing and infrastructure by 2015. In May 2006, the Province and the Métis Nation of British Columbia signed the Métis Nation Relationship Accord to strengthen existing relationships. The accord supports the Métis people and their aspirations to improve their quality of life and create better access to social and economic opportunities.

The New Relationship, implementation of the Transformative Change Accord and ongoing efforts to negotiate government-to-government agreements are setting the stage for the long-term revitalization and sustainability of Aboriginal cultures, languages and communities. Vibrant and respected indigenous cultures, taking their rightful place in British Columbia's multicultural mosaic, will provide a significant asset and play a critical role in the future of the province. All British Columbians share a responsibility to recognize, respect and support the cultural heritage and diversity of Aboriginal peoples across British Columbia. By forging a new relationship built on respect, recognition and reconciliation of Aboriginal rights and title, First Nations and British Columbia are building a commitment to multiculturalism.

Harnessing the strength of our cultural and linguistic diversity requires a holistic approach that delivers dynamic and innovative programs from various Crown corporations and ministries within the provincial government to the public. Such approaches promote linguistic and cultural diversity; prevent and address racial discrimination; and ensure that the settlement and adaptation process for newcomer immigrants are supported by various initiatives – for example, under WelcomeBC and EmbraceBC. The 2008/2009 Report on Multiculturalism highlights such programs throughout the provincial government that support the Multiculturalism Act of British Columbia. Through our collective humanity and respect for the diversity of languages and perspectives, we are building a legacy that inspires the spirit of "welcome, accept and embrace" for today and for the future.

[1] "Indigenous multiculturalism" refers to the diversity of First Nations cultures, languages, histories and traditions which existed prior to the arrival of Europeans and still exists today.

The Multicultural Advisory Council is proud of another active year of advice and activities to promote multiculturalism and anti-racism in British Columbia. The council fully supports the new developments taking place in British Columbia to build welcoming and inclusive communities. The council is proud of its full endorsement of the EmbraceBC initiative and communicated to government support for its timely launch and implementation.

An important highlight for this year was council's commitment to recognize individuals, communities, and organizations that have done outstanding work in bringing diverse cultures together through the support of the Provincial Nesika Awards. The awards ceremony took place in Victoria in March 2009. The two award recipients were: for the organization category, the Campbell River and Area Multicultural and Immigrant Services Association for the Youth 4 Diversity Initiative; and, for the individual category, Elsa Giovanna Fogale, an English as a second language (ESL) teacher at Hampton Park Elementary School in Coquitlam. Both recipients illustrated excellence in promoting and actively championing multiculturalism and their work in eliminating racism in their communities.

A notable council accomplishment was the work undertaken to consult in the development of the publication "Diverse Communities – History of Milestones of the Aboriginal Peoples of British Columbia." This unique education resource was developed to share the indigenous histories of the region and the cultural and linguistic diversity of Aboriginal peoples with newcomers and visitors to British Columbia.

On June 26, 2008, the council participated in the first forum of the three-year Local Government and Community Engagement on Multiculturalism Strategic Plan. The Vancouver-convened forum, "Creating a Welcoming and Inclusive Community: What will it take?" – took place in the Morris J. Wosk Centre for Dialogue and brought government officials, community leaders, social sector representatives, media and private citizens together to explore what it means to live in a welcoming and inclusive community. The culturally and ethnically diverse group of invited delegates came from eight Metro Vancouver municipalities: Burnaby, Coquitlam, Delta, New Westminster, City of North Vancouver, Richmond, Surrey and Vancouver. The council had a strategic role in informing the development of this three year initiative and is proud to continue to inform and participate at the advisory level.

We are proud of council deliberations that have provided information for the government programs and initiatives that include WelcomeBC and Make a Case Against Racism. The council also played an integral part in the second anniversary of the WelcomeBC announcement in June 2008. Through council's advice to the Minister, we are confident that this work will move British Columbia forward as a regional, national and international leader in developing promising practices.

I wish to acknowledge the contributions that former and current council members have made by generously sharing their diverse insights and expertise on multiculturalism and anti-racism issues during meetings and in committee work. I would also like to thank all the staff of the Multiculturalism and Inclusive Communities Office for their efficient and effective administrative support to the council.

Respectfully submitted,

John Halani
Chair

Multicultural Advisory Council

Members of the Multicultural Advisory Council for 2008/09:

Haji Mahmood A. Awan	Richmond
Johnny Fong	West Vancouver
John Halani	Vancouver (Chair)
Dennis Hori	Kamloops
Ashli Komaryk	Vancouver
David Chuenyan Lai	Victoria
Edmond Luke	Vancouver (Vice-Chair)
Yonah Kim Martin	Vancouver
Malkit Mutti	Burnaby
Raj Pagely	Victoria
Michelle A. Rakotonaivo	Surrey
Randy Ranjit Sandhu	Richmond
Andrée St. Martin	New Westminster
Susan H Tatoosh	Vancouver
Jan Walls	Vancouver
Mark Wexler	Vancouver

MEETINGS

The council held four meetings in Vancouver during 2008/09 and worked at the committee level throughout the year. During this time, a cabinet change that took place in June 2008 resulted in all provincial settlement and immigration-focused programs moving to the Ministry of Advanced Education and Labour Market Development, while the provincial anti-racism and multiculturalism programs remained under the Ministry of Attorney General.

The first meeting for the fiscal year was held on May 9, 2008. A highlight for the council was the public launch of the Make a Case Against Racism initiative and their overall advice provided to the Minister as this initiative was developed over the year.

The council heard updates for the Welcoming and Inclusive Communities and Workplaces Program. The Dialogues on Multiculturalism Phase II was recognized for the 11 dialogue events that took place over the past year. As part of the council recommendations for youth engagement, one recommendation was implemented through the British Columbia Anti-Racism and Multiculturalism Program Request for Proposals. The recommendation sought a ministry commitment to allocate up to $200,000 for youth engagement initiatives. The implementation of this recommendation resulted in 11 youth-focused projects supported for 2008/09.

At the council's second meeting on October 24, 2008, the council was informed of the launch of the Welcoming and Inclusive Communities Dialogue Initiative (previously known as Dialogues on Multiculturalism) and the Request for Qualifications (RFQ) solicitation that was being led by the newly named Multiculturalism and Inclusive Communities Office. A total of 10 communities were supported through this RFQ. Additionally, council was pleased to hear that 50 nominations were received for the Provincial Nesika Awards. Council was briefed on the planning process for the awards event to take place in March 2009. A new public education tool was developed to help newcomers and visitors to British Columbia learn more about the indigenous histories of Aboriginal peoples in British Columbia.

The council's third meeting on January 23, 2009, was highlighted by a full presentation of the proposed EmbraceBC initiative, including the six program elements: Public Education, Arts Engagement, Organizing Against Racism and Hate, Community Engagement and Dialogue, Interfaith Bridging and Inclusive Leadership Development and Mentorship. In addition, council committees reported out on progress in the areas of youth engagement and social marketing, specifically on developing community engagement priorities that would guide council's work.

At the council's fourth and final meeting on March 27, 2009, members learned that the EmbraceBC design and brand logo was approved by government. Additionally, the council was provided with an overview of the events planning for the Provincial Nesika Awards. As part of the social marketing committee's deliberations, community engagement priorities were tabled. The council fully endorsed the EmbraceBC initiative and has communicated to government support for a timely launch and implementation of EmbraceBC.

Ministry of Aboriginal Relations and Reconciliation

Ministry of Advanced Education and Labour Market Development

Ministry of Agriculture and Lands
including Integrated Land Management Bureau

Ministry of Attorney General
and Minister Responsible for Multiculturalism

Ministry of Children and Family Development

Ministry of Community Development

Ministry of Education

Ministry of Energy, Mines and Petroleum Resources

Ministry of Environment

Ministry of Finance

Ministry of Forests and Range

Ministry of Health Services

Ministry of Healthy Living and Sport

Ministry of Housing and Social Development

Ministry of Labour and Citizens' Services

Ministry of Public Safety and Solicitor General

Ministry of Small Business, Technology and Economic Development

Ministry of Tourism, Culture and the Arts

Ministry of Transportation and Infrastructure

Ministry of Aboriginal Relations and Reconciliation

MANDATE

The ministry works to build new relationships with Aboriginal peoples, founded on reconciliation, recognition and respect. We negotiate treaties and other agreements to create economic certainty over Crown land and resources, and to improve the lives of Aboriginal peoples. Through the Transformative Change Accord and Métis Nation Relationship Accord, we are working to close the social and economic gaps between Aboriginal and other British Columbians.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

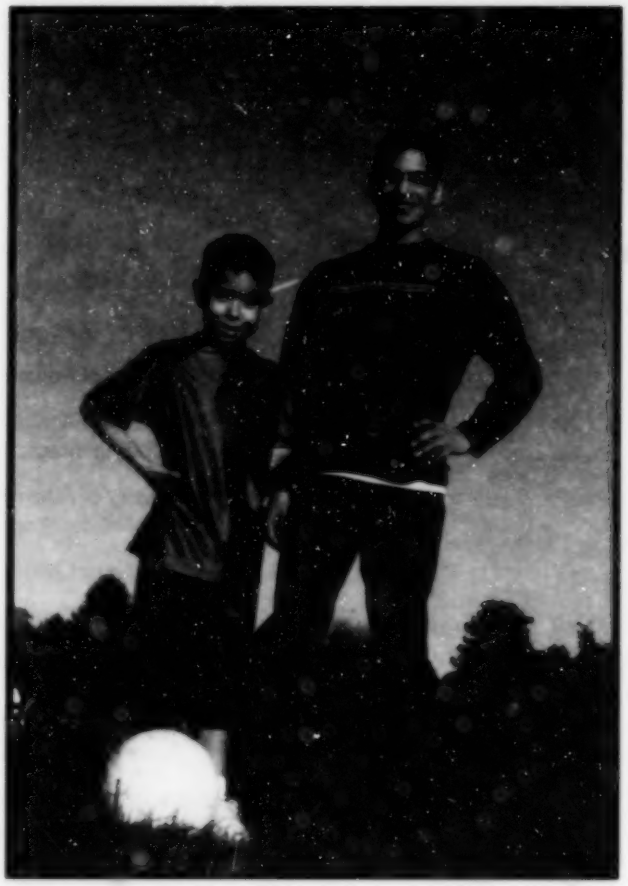
The ministry supports the continued strength and diversity of indigenous multiculturalism[1] through treaty and lasting agreements; social, cultural and economic programming; and services administered through Aboriginal organizations.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The ministry works to realize the New Relationship and its support for indigenous multiculturalism through building an internal culture that celebrates and recognizes Aboriginal peoples. The ministry proactively recruits Aboriginal employees and ensures that job postings are widely circulated amongst First Nations, Métis and Urban Aboriginal communities and organizations. MARR continued to support the Aboriginal Youth Internship Program (AYIP) and hired two interns in 2008/09. The ministry also partnered with Esquimalt First Nation to organize National Aboriginal Day celebrations, an event dedicated to honouring the ministry's Aboriginal employees.

HIGHLIGHTS OF INITIATIVES

- A Memorandum of Understanding (MOU) was signed with each of the five Maa-nulth First Nations that transfers ownership over key parcels of treaty settlement lands in advance of implementing their treaty.
- British Columbia's first Incremental Treaty Agreements were signed with Tla-o-qui-aht First Nations and Klahoose First Nation.
- The Tsawwassen First Nation treaty officially took effect on April 3, 2009 – the first urban treaty in the history of British Columbia and the first modern treaty negotiated under the British Columbia Treaty Commission process.



- The four remaining cut-off claims in British Columbia were settled. Cut-off claims were the direct result of lands being removed from, or cut off of, Indian reserves in British Columbia in the early days of European settlement.
- The annual Aboriginal Business Awards were launched, recognizing Aboriginal business leaders from around the province.
- $1.4 million was provided to support First Nations languages, cultures, arts and heritage through programs managed by the First Peoples' Heritage, Language and Culture Council.
- Building Capacity in Aboriginal Relations (BCAR) sessions were held around the province to support the development of an Action Plan to improve the capacity of the public service to work effectively with Aboriginal peoples.

[1] "Indigenous multiculturalism" refers to the diversity of First Nations cultures, languages, histories and traditions which existed prior to the arrival of Europeans and still exists today.

Ministry of Advanced Education and Labour Market Development

MANDATE

The Ministry of Advanced Education and Labour Market Development (ALMD) supports a post-secondary system that provides British Columbians with education and training that is relevant and sustainable, while supporting labour-force development and immigration through programs that enable the province to compete in the 21st century.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

ALMD welcomes and values diversity in the workplace and encourages the British Columbia Public Service's key values – courage, teamwork, passion, accountability, service and curiosity – to be modeled in our daily interactions with all members of the ministry, our students and learners, and with our partner institutions.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

A strategic objective of ALMD is to sustain efforts to develop a workforce that reflects the diversity of British Columbia's population. This is provided through training opportunities and a welcoming, diverse work environment. ALMD works closely with the British Columbia Public Service Agency to access outreach programs. The ministry's Governance Branch ensures policies and legislation are consistent with the principles and objectives of multiculturalism.

HIGHLIGHTS OF INITIATIVES

- ALMD has increased marketing and promotional efforts to recruit international students to British Columbia as a study destination. The recruitment of international students enhances the internationalization efforts at post-secondary institutions so graduates develop the cross cultural skills they need for their future careers.
- With federal settlement funding, ALMD established the English as a second language (ESL) Settlement Assistance Program to provide settlement focussed English language support to immigrants and refugees in rural and remote communities. In 2008/09, over $1.4 million was spent on program delivery in 42 communities, serving about 600 learners.
- Under the Aboriginal Post-Secondary Education Strategy, ALMD is working with British Columbia's post-secondary institutions and Aboriginal communities to help Aboriginal learners start, stay, and succeed in post-secondary education and training. This includes a commitment of $15 million to build culturally welcoming gathering places that will decrease isolation for Aboriginal students by reflecting the character, community and traditions of Aboriginal cultures.
- To reduce financial barriers for Aboriginal learners, an additional $500,000 was contributed to the $10 million Aboriginal Scholarship endowment administered by the Irving K Barber Scholarship.

In June 2007, the government launched WelcomeBC, an initiative aimed at supporting immigrants in settling and integrating into the social and economic life of British Columbia, while building the capacity of British Columbia's communities to be welcoming and inclusive and therefore enjoy the significant benefits of immigration. Highlights include:

- Expanded settlement and integration services for newcomers to integrate into BC's economy and society. Examples include doubling funding for English Language Services for Adults (ELSA) to $38 million, and expanding Settlement Workers in Schools (SWIS) to 20 school districts.
- $380,000 was awarded to 29 communities under the Welcoming and Inclusive Communities and Workplaces Program to develop local initiatives to attract and retain immigrants, and create communities that value diversity.
- Launch of the Building Welcoming and Inclusive Neighbourhoods pilot project that engaged 12 neighbourhood houses in strengthening their community's capacity to be welcoming and inclusive in creative and responsive ways.
- Funding for the development and delivery of multicultural health fairs in key areas of the province to provide newcomers and established immigrants with information on a wide range of health issues.
- Funding for the Safe Harbour Program, a province-wide consortium of agencies in 34 communities that engages businesses to educate their employees about the value of a diverse and welcoming workplace.

Ministry of Agriculture and Lands including the Integrated Land Management Bureau

MANDATE

Ministry of Agriculture and Lands
To promote economic development and environmental sustainability for the agriculture, aquaculture and food sectors; to support them in delivering safe, healthy and high-quality food; and to manage Crown land in a manner that contributes to the economic, societal and environmental goals of government.

Integrated Land Management Bureau
To provide British Columbians with access to integrated Crown land and resource authorizations, planning dispositions and resource information services; and to coordinate provincial consultation requirements and major strategic engagement agreements with First Nations.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- Executive is committed to building a welcoming and diverse organization that embraces all individuals and removes employment barriers. The ministry and bureau distribute materials promoting diversity, offer training opportunities that encourage staff to build on their understanding and appreciation of cultural diversity, and ensure government policies on multiculturalism are available to all staff.
- The ministry and bureau support the Province's commitment to a new relationship with Aboriginal peoples and continue to engage, consult and accommodate First Nations interests and values while providing responsible access to land and resources.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Provide services in over 12 languages at FrontCounter BC's Pacific Gateway Office.
- Provide First Nations Training and Awareness sessions to staff.
- Continue to participate in the Aboriginal Youth Internship Program.
- Ensure that recruitment and selection practices are merit-based and qualifications, experience and expertise are considered regardless of ethnicity, culture or disabilities.
- Solicit input from client communities to ensure programs and services are responsive to their needs.
- Distribute materials promoting diversity and offer training opportunities that encourage staff to build on their understanding and appreciation of cultural diversity and the elimination of racism.
- Follow government policies which prohibit discrimination in the workplace.
- Support 4-H movement which educates and leads young people from all cultures toward successful entrepreneurship and leadership roles in their communities as adults.
- Work with Canada and the Western Agriculture Labour Initiative (WALI) to bring Mexican agriculture workers into B.C. to provide high quality labour supply.

HIGHLIGHTS OF INITIATIVES

- Provided training to First Nations in Crown land policies and procedures (Lands 101).
- Mentored ministry staff who are new Canadians on workplace culture and policies, and promoted understanding in the workplace of alternate cultural perspectives.

MANDATE

The Ministry of Attorney General and Minister Responsible for Multiculturalism has overall responsibility for the administration of justice in British Columbia, the delivery of settlement, adaptation and language services to immigrants, as well as multiculturalism and anti-racism initiatives. The Attorney General has a constitutional and statutory role as the government's lawyer, providing legal advice, representing the government in litigation and drafting legislation. Thus, the Attorney General has a unique role in government to ensure that public affairs are administered in accordance with the law, including ensuring that government operations conform to non-discrimination provisions of the Charter of Rights and Freedoms and the Human Rights Code. The Attorney General is also the minister responsible for multiculturalism in British Columbia.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Ministry of Attorney General works continuously to update and improve ministry programs to ensure they are delivered equitably and in a way that reflects sensitivity towards multiculturalism and ensures compliance with the Charter of Rights and Freedoms and the Human Rights Code. The ministry's Executive leads the ministry in the commitment to multiculturalism, as appropriate.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The ministry values diversity in the workplace where individuals are treated with respect and can work without discrimination. We ensure cultural competencies are built into our hiring process where appropriate. The ministry works with stakeholders to ensure policy and program development reflects the diversity of the province. The Multiculturalism and Immigration Branch led anti-racism and multicultural programs through partnerships with communities, other ministries, non-government organizations, and the federal government.

HIGHLIGHTS OF INITIATIVES

Human Rights

The ministry funds the BC Human Rights Clinic (clinic) to provide information and general advice, as well as advocacy services, including full legal representation, to eligible persons who require assistance in filing or responding to a complaint under the Human Rights Code (code). The code protects British Columbians from discrimination in areas such as employment, housing, and services and facilities customarily available to the public on the basis of race, colour, ancestry, place of origin and religion. (Other grounds include age, marital status, family status, physical or mental disability, sex and sexual orientation.)

Through one of its service providers – the BC Human Rights Coalition – the BC Human Rights Clinic provides education about rights and obligations under the code. This includes a telephone service to respond to requests for information from the public about human rights matters; a comprehensive human rights website, which, among other topics, includes information about discrimination on the basis of ancestry, colour, place of origin, and race; and seminars and training sessions for various ethnic and cultural groups and immigrant-serving agencies, as well as employers, service providers, labour representatives, and other interested groups throughout British Columbia.

The coalition's education program relies heavily on the ministry's Human Rights information sheets, which provide plain-language information about human rights protection in British Columbia. "Racial Discrimination" and "Information for Employers" are of particular importance in the multiculturalism context. The information sheets are available in English, Chinese and Punjabi. As a result of the elimination of mandatory retirement on January 1, 2008, the information sheets were updated and additional material about mandatory retirement was prepared in all 3 languages. As well, all of the publications are available online on the ministry's Human Rights Protection website.

From a broader perspective, as a member of the Continuing Committee of Officials on Human Rights, the ministry reports on British Columbia's compliance with various United Nations human rights treaties, such as the International Convention on the Elimination of All Forms of Racial Discrimination. The ministry also participates in federal-provincial-territorial discussions that consider whether Canada ratifies or becomes a signatory to other instruments.

Justice Services
The ministry provides core funding to the Legal Services Society, Law Courts Education Society and the People's Law School to deliver public legal education and information. Significant materials have been translated into a variety of languages, including Chinese, Farsi, French, Japanese, Korean, Punjabi, Spanish, Vietnamese, Russian, Arabic and Polish. Legal information is also provided through ethnocultural media outlets, such as radio and newspapers. Many public legal education and information programs have been tailored for First Nations audiences.

The Child Protection Mediation Program provides brochures in Chinese, Farsi, French, Korean, Punjabi, Spanish, Tagalog and Vietnamese languages. The branch's Parenting After Separation Program (a free, three-hour seminar to inform parents about the effect of divorce and separation on children) is offered in Cantonese, Mandarin, Punjabi and Hindi at various locations in Vancouver and Surrey. A handbook for parents is available in Chinese, French and Punjabi.

Public information materials on the civil rules consultation website were posted by the branch in French, Traditional Chinese, Simplified Chinese, Spanish and Punjabi languages.

Fact sheets explaining the Small Claims Court Pilot project were translated into French, Simplified Chinese, Punjabi and Vietnamese.

Government Legal Services
The ministry delivers legal services to the Government of British Columbia in accordance with the Attorney General Act. This includes providing comprehensive legal advice and legal services to government such as: alternate dispute resolution services, acting for government in civil suits and tribunal proceedings, drafting all government bills and regulations, and preparing the Revised Statues of British Columbia.

The Legal Services Branch, in conjunction with the Criminal Justice Branch, has introduced a specific articled student position for indigenous articled students. This program allocates one articling position annually for a law student with indigenous ancestry.

Prosecution Services
The Criminal Justice Branch has appointed a new Crown Counsel to continue its role on the B.C. Hate Crime Team upon the retirement of the previous CJB Crown Counsel. The role of the Crown Counsel on the Hate Crime Team is to provide legal advice, information and support to the police and other Crown Counsel across the province. Cases in which criminal activity is motivated by bigotry and intolerance of others are regarded as serious matters, whether the bias, prejudice or hate is an aggravating factor as set out in s. 718.2 of the Criminal Code, or the offence is one of wilful promotion of hatred or advocating genocide, as provided for in s. 318 and s. 319 of the Criminal Code. In addition, the CJB maintains a liaison with the Vancouver Police Department Diversity Policing Section.

Court Services
In 2008/2009 the Court Services Branch (CSB) undertook the following activities:

- Joined with the Tsawwassen First Nation to implement certain provisions of the Tsawwassen First Nation Final Agreement, which came into effect on April 3, 2009. The Final Agreement allows for some civil and criminal matters arising under Tsawwassen law to be heard in British Columbia courts. Court Services acted as the ministry lead to coordinate the efforts of many stakeholders including court registries, the Crown Prosecution Service and the judiciaries. The successful implementation of these aspects of the Final Agreement represents an historic moment in the evolution of the B.C. justice system, particularly with respect to making space in the province's court system for the laws and legal processes of a self-governing First Nation.
- Implemented multilingual small claims user guides which can be accessed at http://www.ag.gov.bc.ca/courts/small_claims/info/pilot.htm

In addition to the above new activities, here are some ongoing branch initiatives:

- Court Services continues to develop online training tools for staff. Online orientation training discusses cultural sensitivity requirements for staff, while court clerk training provides information about language differences and the use of interpreters.
- CSB maintains and provides information flysheets regarding reporting obligation for convicted sex offenders in seven different languages.
- Two Court Services pamphlets are available in French, and courthouses also stock eight multi-language pamphlets published by other branches and organizations.
- All federal criminal forms are available in both official languages.
- Court Services provides circuit court in three First Nations communities: Kwadacha, T'say Keh Dene and New Aiyansh.
- Many court locations have court workers (Ministry of Children and Family Development staff) with an Aboriginal background. These court workers assist Aboriginal peoples accused of crime by guiding them through the process and

providing them with referrals to legal, social, educational, employment and medical services. Surrey and Kamloops courts provide space for these court workers.

- Native court workers support First Nations' appearances in court, including Prince George Law Courts, where possible. During Law Days, various multicultural organizations participate and present information which is available to anyone in attendance.

- In Spring 2008, a staff member from the Nanaimo Court Services was invited to attend an all day workshop in Duncan with members from First Nations and the Justice System. The workshop covered how the Duncan First Nations see the justice system and how it has impacted Duncan First nations people.

- Some court locations have used sentencing circles since 2002. An off-site sentencing circle was piloted in Surrey in January 2008.

- Court Services retains a pool of over 200 court interpreters who provide interpretation services at Criminal, Youth, Traffic, Municipal and Family Court hearings, in over 50 spoken languages (including Aboriginal languages) as well as visual languages for the deaf and hard of hearing.

- The Supreme Court Self-Help Centre (operated by the ministry) has on-line resources for self-represented parties, including a link to MultiLingoLegal.ca, which provides on-line access to many multilingual legal publications.

- Court proceedings are conducted in French or in bilingual French/English in two court locations: Victoria (Contraventions Act proceedings only) and New Westminster (criminal and youth court proceedings).

- New Westminster's bilingual trial team sometimes travels to other court locations to conduct bilingual or French trials.

- The Justice Institute of BC offers the following courses:

  - "Diversity and Trauma", which explores issues of difference and diversity as they relate to critical incident stress management. This course is of particular interest to first-line responders, such as sheriffs.

  - "Justice and Public Safety Career Preparatory Certificate for Aboriginal Learners" helps Aboriginal learners develop skills and knowledge required to be more competitive in securing a career in justice and public safety careers such as Sheriff Services.

Multiculturalism and Inclusive Communities

In June 2008, the Multiculturalism and Immigration Branch was reorganized and the Immigrant Integration Branch (IIB) was re-aligned under the Ministry of Advanced Education and Labour Market Development (ALMD). The Attorney General retained the newly named Multiculturalism and Inclusive Communities Office (MICO) which continued its collaboration with IIB initiatives linked to multiculturalism and anti-racism.

MICO had a total budget of $1.091 million - $667,000 was allocated from the Province of British Columbia, and $424,000 was allocated to the Province as part of federal funding for Canada's Action Plan Against Racism. Over $860,000 was provided to support 54 anti-racism and multiculturalism initiatives across the province to make B.C. communities more welcoming and inclusive for new immigrants and appreciative of the benefits of cultural diversity.

The following were key highlights of MICO initiatives in 2008/2009:

- The one-time BC150 Mosaic Grants were created in December 2007 in partnership with the ministries of Tourism, Sport and the Arts, and Aboriginal Relations and Reconciliation. A total of 38 community projects to honour the diverse cultures that have shaped this province's communities and accurately reflect the contributions made to B.C. from Aboriginal, pioneer and immigrant communities. Of the 38 projects, 11 projects totalling $110,000 were completed in 2008/09.

- The Local Government and Community Engagement Initiative was a ministry-led initiative in partnership with ALMD to engage local government representatives through community-led forums to build welcoming and inclusive communities and workplaces.

Ministry of Attorney General and Minister Responsible for Multiculturalism

- The first annual Provincial Nesika Awards were hosted in March 2009 to recognize the outstanding work that individuals, organizations and communities do to promote cultural diversity. Two winners received the award.

- The Safe Harbour Program, funded in partnership with ALMD and co-ordinated by the Affiliation of Multicultural Societies and Service Agencies (AMSSA), actively engaged businesses and organizations across the province to address racism and other forms of discrimination. In 2008/2009 there were 400 safe harbour locations created in 34 B.C. communities.

- The Critical Incident Response Model (CIRM) is a three-step, three-year model that includes community training, critical incident monitoring, liaising with the provincial hate crime team and leadership to link the development of response protocols at community, regional and provincial levels. In 2008/2009 the CIRM funded 20 projects in communities across British Columbia.

- The B.C. Hate Crime Team, an integrated cross-ministry team that includes program staff, continued its work by delivering presentations at CIRM communities to raise awareness about hate and encourage community groups to report hate incidents to local police.

- The Welcoming and Inclusive Communities Dialogue Initiative (WICDI) was developed with Simon Fraser University's Dialogue Programs. In 2008/2009, 10 communities convened dialogues to explore themes related to supporting welcoming and inclusive communities and the promotion of multiculturalism and finding ways to eliminate racism.

- Make A Case Against Racism, a public education anti-racism campaign for children in grades 4-7, was carried out in schools across the province. It was developed in partnership with the MusicBC Industry Association and the Ministry of Public Safety and Solicitor General.

- The History and Milestones of Aboriginal Peoples of B.C. public education brochure was developed in partnership with the Ministry of Aboriginal Relations and Reconciliation. The brochure highlights Aboriginal/First Nations/Métis history and was developed to educate newcomer immigrants about the historical experiences and significance of indigenous people in British Columbia and Canada.

MANDATE

The mandate of the Ministry of Children and Family Development (MCFD) is to establish an integrated system of services designed to meet the needs of children, youth and their families. This continuum of services encompasses all of the ministry's programs, including Early Childhood Development, Child Care, Children and Youth with Special Needs, Child Protection and Family Development, Residential and Foster Care, Adoption, Children and Youth Mental Health, Youth Justice and Youth Services.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Ministry of Children and Family Development created Strong, Safe and Supported:

- A Commitment to British Columbia's Children and Youth, a system in which the ministry works to ensure that the Province's children and families have the best chances possible to succeed and thrive. The ministry supports a developmental strengths-based approach to services based on five key pillars: Prevention, Early Intervention, Intervention and Support, Aboriginal Approach and Quality Assurance.
- The ministry believes that all children, youth and family should have access to a full range of effective services that reflect and support their cultures and traditions. In addition, the ministry supports Aboriginal peoples to exercise jurisdiction in providing for the safety and wellbeing of their children.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

1. Legislation requires children's Aboriginal and/or cultural identity be preserved and they receive guidance and encouragement to maintain their cultural heritage.
2. Policy and standards require staff to respect the views, cultural and ethnic heritage, socio-economic circumstances, spiritual beliefs and identity of children, youth, their families and extended families and consult and involve the family's cultural or ethnic community as identified by the child and family in the planning and delivery of services.
3. Cultural awareness is integrated into all ministry core training programs.
4. Foster Parent awareness and recruitment campaigns are designed for a variety of cultural communities.
5. The ministry works cooperatively and collaboratively with Aboriginal leaders and regional planning committees to plan and implement the transfer of responsibility for Aboriginal service delivery to community-based governance structures.
6. Staffing efforts are made to hire persons of Aboriginal heritage.
7. The ministry provides interpreters and services (including brochures and resources) in multiple languages, including Hindi, Punjabi, Persian, Tagalog, Korean, French, Vietnamese, Spanish, Mandarin, Cantonese and English. In some cities, specific ethno-cultural workers are in place.

HIGHLIGHTS OF INITIATIVES

- Clients of the Child Care Subsidy Program have access to telephone interpreter services offering over 150 languages.
- The ministry developed procurement templates that select a vendor for Aboriginal social service delivery based on the ability of the vendor to provide culturally appropriate services, as defined by the Aboriginal community.
- Adoption Services participated in the Aboriginal Youth Internship Program and had an Aboriginal Youth Intern through 2008/09.
- A youth custody centre designated contracts to promote awareness of other cultural groups, to provide sensitive services to youth and family members and to access related community resources.
- A toll-free line with service available in several languages for inquiries on parental responsibilities and eligible expenses for families that receive Autism Funding.
- The Books for BC Babies program published a board book in eight languages to include in reading kits distributed to every newborn child in British Columbia and their families.
- The Roots of Empathy Program was delivered to over 1,400 Aboriginal children and approximately 750 French and French Immersion children in the Province.
- Between January 2006 and March 2009, MCFD doubled its Aboriginal staff from 119 to 257.

The ministry is organized into five regions. The following is a sample of the many multicultural initiatives carried out across the Province in 2008/09:

- Multicultural Funders Roundtable is a forum for funding bodies to share information and collaborate on planning, resource allocation and targeted activities to improve access, social inclusion, equitable participation and organizational capacity for minority communities.
- Promoting Positive Parenting across Cultures works to create strategies to support immigrant and refugee families when there has been a child protection report, and also to jointly educate and support parents to prevent reports.
- The Parent Leaders Program, provides parent leaders and mentors in the Chinese, Hispanic and South Asian communities to assist with related issues and support parents to access services and understand community partners.
- A Child's Roots are Forever Program seeks to ensure that each Aboriginal child in care of the ministry has a plan to respect and preserve their Aboriginal identity by identifying his or her family, Aboriginal community and heritage.
- The Strength through Aboriginal Resourceful Elders Program focuses on Aboriginal Elders supporting the development of healthy families and children through the principles of Medicine Wheel in a respectful way that is directed by the families.
- The Prince George Aboriginal Children and Family Commission and MCFD completed an historic agreement that identifies how MCFD will work and engage with the Commission members in the planning, design and delivery of services in the Prince George area.
- Welcoming Home Camps in Haida Gwaii, Kitimat (Haisla), Gitsan (Hazelton), and Moricetown (Wet'suet'en) provided opportunities for foster children to be united with their cultural and Aboriginal community.

MANDATE

The purpose of the Ministry of Community Development is to equip communities across British Columbia to build strong, competitive local and regional economies that support sustainable, socially responsible communities. The ministry supports communities in reaching their full potential by providing a broad range of tools and resources.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry remains dedicated to building strong communities that recognize and value cultural diversity and provide an improved quality of life and equitable access to programs, services and opportunities for all British Columbians. This commitment is demonstrated throughout the ministry in every aspect of program development and service delivery.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The ministry is committed to promoting an inclusive, discrimination-free environment for all ministry staff and clients. Among the ways in which this commitment is expressed are: the ministry's promotion of the Aboriginal internship program, and a job competition process that promotes equal access for all ethnic and cultural groups.

HIGHLIGHTS OF INITIATIVES

During 2008/09, the ministry:

- Facilitated the development of productive relationships between local government and First Nations throughout British Columbia. For example, the ministry continued to fund the Community Forum Program, which supports relationship-building activities and cross-cultural understanding between local governments and First Nations. In 2008/09, the program supported 51 regional forums.
- Funded the creation of British Columbia Spirit Squares in communities across the province. These outdoor public meeting and celebration spaces reflect each community's unique character, heritage and cultural diversity.
- Worked to ensure that First Nations share in the benefits of Community Development Trust programs, which provide transition and tuition assistance as well as job opportunities to unemployed forestry workers. The ministry liaised with First Nations Leaders on the principles and specific proposals of the Job Opportunities Program (JOP) and provided support in developing Expressions of Interest.
- Continued to make participation in local government accessible for all British Columbians by publishing the Voter's Guide to Local Elections in English, French, Cantonese and Punjabi.
- Continued its partnership with various governmental and non-governmental stakeholders in support of the Smart Planning for Communities initiative. This initiative assists local and First Nations governments in addressing their long-term sustainability challenges by providing resources and tools for planning socially, culturally, economically and environmentally sustainable communities.
- Worked to increase the capacity of government and communities to address issues facing inner-cities in British Columbia using an approach that is inclusive of the community's diversity.
- Through the RuralBC Secretariat, worked with the Welcoming and Inclusive Communities program to link immigration with rural economic development. The RuralBC Secretariat also provided $300,000 for a Computer Network Technician program for First Nations students in the Fort St. James area.
- The Property Assessment Review Panel website contains English, Chinese, Japanese, Korean and Punjabi versions of a guide to the property assessment complaint process to ensure broader awareness and accessibility.

Ministry of Education

MANDATE

The K–12 school system works to empower all learners to acquire the knowledge and skills needed to contribute to a healthy, democratic and pluralistic society with a prosperous and sustainable economy.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Legislation tasks the British Columbia school system with enabling all learners to develop to their full potential. To prevent differences among learners from impeding anyone, the rights of individuals are respected in accordance with the law, including the BC Human Rights Code, the Canadian Charter of Rights and Freedoms, the Constitution Act, the Multiculturalism Act, and the School Act. The system also models and promotes values that complement tolerance, from the flexibility to respond to diverse cultural needs to the courage to speak out against discrimination.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

A framework for diversity in British Columbia schools :
www.bced.gov.bc.ca/diversity/diversity_framework.pdf

A language education policy :
www.bced.gov.bc.ca/policy/policies/language_educ.htm

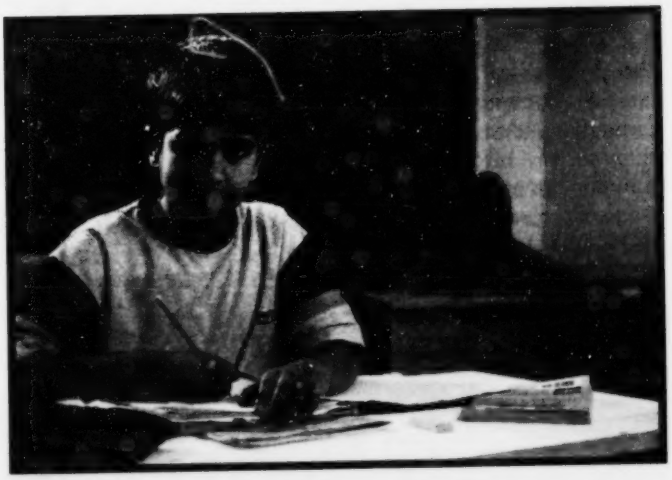
The British Columbia performance standards for social responsibility:
www.bced.gov.bc.ca/perf_stands

English as a second language funding, policy, and standards:
www.bced.gov.bc.ca/esl

Provincial standards for codes of conduct:
www.bced.gov.bc.ca/legislation/schoollaw/e/m276-07.pdf

ReadNow BC: www.readnowbc.ca

The safe, caring and orderly schools guide:
www.bced.gov.bc.ca/sco



HIGHLIGHTS OF INITIATIVES

Ongoing initiatives include Aboriginal Education Enhancement Agreements, plus targeted funding for Aboriginal students.

Newcomers benefit from programs such as settlement workers in schools and from the fact that the ministry translates some materials intended for parents into as many as 12 languages.

New initiatives for immigrants included curriculum, teacher resource development, and additional supports for immigrants: Social Justice 12 is a Grade 12 elective course that provides students with knowledge and skills to better understand the causes of injustice and make contributions toward a socially just world; Making Space — Teaching for Diversity and Social Justice throughout the K–12 Curriculum: A Guide for Teachers is available for use by teachers across most grades and subject areas; and, Immigrant Parents as Literacy Supporters, or Immigrant PALS, is a pilot program to increase immigrant families' literacy skills.

Ministry of Energy, Mines and Petroleum Resources

MANDATE

The Ministry of Energy, Mines and Petroleum Resources (MEMPR) manages the responsible development of British Columbia's energy, mining and petroleum resource sectors.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

MEMPR is committed to respectful, honest, trustworthy and ethical behaviour in all its communications and actions.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

MEMPR is implementing sound strategies to enhance Aboriginal participation in the oil and gas and mining industries by undertaking economic development initiatives, providing First Nations access to training and education programs, industry forums and increasing capacity for participating in land use decisions.

Community consultation forums conducted to provide input into MEMPR policies, programs and decisions are designed to welcome and encourage the participation of all interested citizens.

HIGHLIGHTS OF INITIATIVES

During 2008/2009:

- Selected staff completed multicultural and protocol training relating to the countries in Asia Pacific Region, specifically China, Japan, Korea and India. The training supported the Asia Pacific Investment Mission which occurred in November 2008 as well as incoming foreign delegations. The training provided staff with an enhanced cultural sensitivity to British Columbia residents with those backgrounds. MEMPR has also translated selected MEMPR documents into simplified Chinese, Japanese and Korean, all of which are available on the MEMPR website.

- MEMPR supported a range of multicultural BC150 events through grants of over $60,000 including creation of the Journey Map pop-up and Energy & Mining Souvenir Booklets. The Journey Map was displayed at various tourism venues in the Province including Sam Steele Days, Barkerville Historic Town, the Yale Gold Panning Championship and at all relevant MEMPR attended trade shows and conferences. In May 2008, two geology students from MEMPR travelled to Barkerville Historic Town to educate youth on mining in British Columbia.

- MEMPR provided coordination and developmental support to then Ministry of Economic Development (now Ministry of Small Business, Technology and Economic Development)

on the India Calling program, a co-sponsored event with the Indian Merchant Chamber, the Canada-India Business Council (B.C. Chapter) and British Columbia Government. One of the key objectives of that particular event was to raise awareness of the important cultural and social links between British Columbia and India.

- MEMPR hosted and met with companies and governmental agencies from China, Japan, Korea, India, Russia and Tibet throughout 2008/09. A total of 20 meetings were held in Vancouver and Victoria.

- Selected staff travelled to Asia in November 2008 for MEMPR's third investment mission. Government representatives including the Minister of State for Mining, the Deputy Minister, Chief Geologist and three staff, as well as industry and association representatives, participated in investment attraction activities during two weeks in China, Japan and Korea.

- At the 2009 Prospectors and Developers Association of Canada (PDAC) Conference, the MEMPR team met with companies and governmental representatives from China, Japan and Korea. These officials were invited to participate in a British Columbia-hosted investment seminar during the PDAC Conference where they were provided with presentations from the two mining associations, the Association for Mineral Exploration British Columbia (AMEBC) and the Mining Association of British Columbia (MABC), as well as brief presentations from 10 British Columbia mining companies and their projects. Separate meetings were held with the Peruvian Government and an exchange of information occurred with representatives from Mexico, Sweden and South Africa.

- MEMPR organized an event in celebration of National Aboriginal Day in June 2008. This celebration included dance, crafts and traditional food, and was a positive way to increase Aboriginal awareness among MEMPR staff and the public.

- The Aboriginal Internship Program was created to support Aboriginal youth to develop their leadership skills, close the social and economic gaps and provide opportunities to contribute and improve relationships between First Nation communities and the provincial government. Three interns were employed by MEMPR for a period of nine months.

- MEMPR worked directly with First Nations communities to build capacity and engage First Nations in resource development in their area. Throughout the year, MEMPR coordinated "Mining 101" presentation days to Xats'ull First Nation, Lheidli T'enneh First Nation and Treaty 8 First Nations. These information days included mining related presentations on geology, mining lifecycles, employment and training opportunities and industry roles and responsibilities. Presenters included MEMPR, Ministry of Environment, MABC, AMEBC and the First Nations.

- In October 2008, MEMPR, in collaboration with BC Hydro, Ministry of Aboriginal Relations and Reconciliation (MARR) and the Climate Action Secretariat, provided the First Nations Leadership Council (through the Carrier Sekani Tribal Council) $375,000 to establish a government/First Nations Energy Working Group. In September and October 2008, MEMPR provided the First Nations Leadership Council (through the Carrier Sekani Tribal Council) with $100,000 to hold a First Nations Mining Summit in Prince George, British Columbia, and $40,000 to engage with government on Energy and Climate Action Issues.

- In November 2008, MEMPR provided $1,000 to support the Upper Similkameen Indian Band's trade show booth at Mineral Exploration Roundup 2009 Conference, a four day mineral exploration conference held in Vancouver. The conference is an information and education opportunity for First Nations to learn about recent government initiatives in the mineral sector and mineral exploration in British Columbia.

- In April 2008, MEMPR provided $100,000 to MABC to build stronger relationships with First Nations in the mining industry. Relationship building meetings, roundtable discussions and Mining 101 sessions were some tools MABC used to engage First Nations.

- In 2008, MEMPR and the MARR participated in cross ministry information presentation days to inform how each ministry works with First Nations to improve relationships and explain how each ministry conducts its business.

- Other initiatives included attending the Coast Salish Cultural Awareness Workshop where participants learned about Aboriginal values, territory, family and community, leadership, games and spirituality. A MEMPR representative also participated in the Council of the Americas conference discussing the potential of the resource industries in British Columbia and the benefits that First Nations add to that industry.

- Under the Canada-British Columbia Labour Market Agreement, MEMPR entered into an agreement with the Ministry of Advanced Education and Labour Market Development to jointly fund the Newcomers Integration Services Centre in Fort St. John. S.U.C.C.E.S.S., a multi service agency located in Vancouver, was awarded a three year contract to connect immigrants, mainly from the Lower Mainland but also throughout British Columbia, with oil and gas industry and other employers in northeast British Columbia. The Centre also provides settlement services to immigrants and their families, increasing the likelihood of a successful transition. S.U.C.C.E.S.S. secured additional funding for the centre from Spectra Energy.

- MEMPR has provided $75,000 to the Carrier Sekani Tribal Council on behalf of several First Nations for the development of an education and training program in connection with the $35 million benefits sharing agreement reached with 15 of the 17 First Nations affected by Pacific Trail Pipelines Ltd's Kitimat Summit Lake pipeline project. Up to $32 million of the benefits agreement funds will be used by the 15 First Nations to acquire equity in Pacific Trail Pipelines securing long term benefits from this project.

MANDATE

The mandate of the ministry is to protect human health and safety, and to maintain and restore the diversity of native species, ecosystems and habitats. Through partnerships across government, with First Nations, the private sector and communities, we work to enhance the protection and stewardship of water and air resources, advance sustainable use of environmental resources, and provide exceptional outdoor park and wildlife services and opportunities.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Ministry of Environment (MoE) operates in the spirit of multiculturalism. The ADM, Corporate Services Division is the executive sponsor for multiculturalism and reports to the Executive Committee on equity and diversity issues and accomplishments.

The ministry is committed to developing effective partnerships with First Nations in support of the New Relationship, and participates in the Aboriginal Youth Internship Program. The ministry regularly receives delegations of government officials from China and Korea as part of its commitment to the Asia Pacific Initiative. The ministry has made a dedicated effort to provide information in multiple languages to meet the needs of its partners and clients, and is planning on a more pro-active partnership with various ethnic communities.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Each division in the ministry is provided with executive summaries and reports of demographic information, and is responsible for supporting multiculturalism and related initiatives. The goals and objectives of the Multiculturalism Act are considered in the development of ministry policy, legislation, regulations and intergovernmental activities.

Ministry employees have participated in training courses and workshops on trust, effectiveness in working with people, discrimination and violence prevention, cross-cultural conflict resolution, and leadership. The ministry has a representative on the Multilingual Service Delivery Committee, established by the Ministry of Labour and Citizen's Services.

HIGHLIGHTS OF INITIATIVES

The Ministry of Environment:

- Actively supports and develops agreements to define how the Province and First Nations will work together to manage specific British Columbia parks and protected areas. To date, the ministry has signed 32 Parks Collaborative Management Agreements with First Nations, and six Regional Fish and Wildlife Agreements.
- Employed two Aboriginal Youth Interns in 2008/09, who contributed to fostering multiculturalism in the workplace by bringing to bear some of their unique life experiences.
- Is working with First Nations communities on a Coastal Guardian Watchmen program to enhance their capacity for direct, active involvement in monitoring and stewardship of their traditional lands and waters.
- Worked to support the Traditional Use Framework for BC Parks by building a regionally-organized toolkit for use by Park Rangers when conducting compliance and enforcement in traditional First Nations territories.
- Worked to engage Coastal First Nations in the provincial marine spill response regime by developing guidelines and materials for enhancing their involvement during spill incidents.
- The Conservation Officer Service (COS) has a provincial First Nations Liaison Officer, focused on opening and formalizing lines of communication between COS and the various First Nation groups across the province. A future area of focus is the recruitment of First Nations into the COS and other ministry positions.
- COS is developing a Provincial position responsible for the coordination and implementation of Restorative Justice principles for gaining compliance and building relationships with First Nation communities.
- Assisted agricultural producers for whom English is their second language, by translating its exams about safe pesticide use into Punjabi, Mandarin, Chinese and Vietnamese.
- Created brochures in Chinese and Punjabi to highlight 10 parks across the Lower Mainland where families can visit.
- Worked with the University of Victoria's MBA students from China to develop a BC Parks marketing plan for the Chinese Canadian population in the Lower Mainland, including short, medium and long term recommendations on how to attract more of this demographic to BC Parks.
- Developed a two-page information sheet on British Columbia seafood, used by both government and industry in domestic and international markets. The sheet is available in six languages: English, traditional Chinese, simplified Chinese, Russian, Japanese and French.

Ministry of Finance

MANDATE

As a ministry, we play a key role in establishing, implementing and reviewing government's economic, fiscal and taxation policies. We are responsible for delivering fair, efficient and effective tax administration and revenue management processes that provide revenues to fund essential services, such as health care, education, social services and transportation infrastructure for British Columbians.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- Executive is committed to providing service and publications to the public in as many languages as possible in addition to English and has fostered rich cultural diversity in the make-up of the ministry workforce to achieve this commitment.
- The 2008/09 Workforce Profile of the ministry demographics showed representation of persons who self-identify as visible minorities at 19.9 per cent, Aboriginal peoples 1.5 per cent and persons with disabilities 3.6 per cent compared to British Columbia's available workforce of 19.8 per cent, 2.4 per cent and 6.2 per cent.
- The ministry is also committed to ensuring that its employees have access to information related to multiculturalism, employment equity, human rights and diversity.
- The Taxpayer Fairness and Service Code has been translated into eight different languages including Simplified Chinese, Traditional Chinese, French, Japanese, Korean, Punjabi, Tagalog (Filipino) and Vietnamese. These translations represent some of the most common languages spoken at workplaces in the province.
- The ministry ensures policies and legislation are consistent with the principles and objectives of multiculturalism, and continually strives to modify and improve ministry programs and services to ensure that they are supportive of B.C.'s multicultural society.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- All employees of the ministry have access to discrimination and harassment prevention training.
- Ministry-specific new employee orientation sessions and materials include cultural sensitivity and diversity information.
- Wellness lunch-and-learns reflect the varied interests and issues of our ministry's workforce, and are targeted to people of all ages and cultural backgrounds.
- The ministry's wellness program recognizes and is inclusive of all wellness-centred cultural beliefs.
- Promotion of our ministry's diversity includes articles, images and photographs of employees belonging to all cultures.
- Flexible work options are supported, which respects employees' needs while meeting business requirements.

- The ministry's Customer Relationship Management Strategy acknowledges the wide cultural diversity of the province. The ministry is capable of offering service to its clients in the 39 languages spoken and written by over 100 employees in our Victoria, Vancouver and Surrey offices. Many of these employees are fluent, both orally and in writing, in as many as three different languages.

- The ministry's Taxpayer Fairness and Service Code is based on the principle of providing fair and equitable service that meets the needs of all ministry clients. It continues to be communicated widely to both employees and ministry clients, and is available in eight different languages including Simplified Chinese, Traditional Chinese, French, Japanese, Korean, Punjabi, Tagalog (Filipino) and Vietnamese.

- Lists of ministry employees who are available to provide service in languages other than English are posted on the applicable branch sections of the ministry's employee intranet site.

- Ethnic language service is available to customers in many communities outside of major cities. Employees working in Surrey, Vancouver and Victoria who speak or write another language other than English communicate with our customers via telephone or e-mail.

- Some branches of the ministry have a few employees who are fluent in languages other than English. Those branches have established a cooperative relationship with the MOSAIC multicultural organization which provides volunteer translation services to our ministry's customers on request.

- In the 2007/08 Work Environment Survey, the ministry had an average score of 72 in the "Respectful Environment" driver, 72 for the "Valuing Diversity" question, and 78 for the question indicating our work units are free of discrimination and harassment. This compares favourably to the 2008/09 survey, in which the ministry achieved an overall average score of 71 for the "Respectful Environment" driver, and 72 for "Valuing Diversity" and 76 for "work units free of discrimination and harassment" questions.

- The ministry sponsors many events throughout the year that encompass multiculturalism and diversity.

- The ministry is including cultural sensitivity and diversity training in its training for hiring managers for recruitment and selection practices.

HIGHLIGHTS OF INITIATIVES

The ministry remained committed to following government hiring practices based on the principles of fairness and merit. It also provided diversity awareness training for those who were involved in the recruitment and selection process.

A large number of ministry's new hires, particularly those working in the Vancouver and Surrey offices, continued to be persons who self-identify as visible minorities. The ministry's workforce currently has 19.9 per cent representation of persons who self-identify as visible minorities, compared to 19.8 per cent of its available workforce.

The ministry has developed and delivered several ministry orientation sessions, which include education on diversity and multiculturalism to enhance the both the Corporate Orientation Program and our ministry's individual branch efforts. This will continue going forward.

The ministry has incorporated diversity and multiculturalism into its human resource programs, training, and employee communications, and will continue this practice.

The ministry has supported the development and translation of several documents into eight different languages.

Ministry of Forests and Range

MANDATE

Since its establishment in 1912, the Ministry of Forests (MoF) has been mandated to protect and manage the public's forest and range resources. As stewards of these resources, the ministry has the responsibility to ensure that their use to generate economic benefits is balanced with their long-term viability. In support of this, the ministry delivers programs and services through seven core business areas: Forest Protection; Stewardship of Forest; Compliance and Enforcement; Pricing and Selling; BC Timber; Executive and Support Services; and Forest Investment.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Forest Service executives are committed to creating a work environment that reflects, respects and values the diversity of British Columbia; provides a workplace that is free of racism, harassment and discrimination; and ensures that there is equal opportunity for full participation and access to all services within the communities they serve.

To ensure integration into the day-to-day operations of the organization, the ministry continues with its strategy that shifted the focus from equity and diversity to one that encompasses all aspects of diversity issues, including multiculturalism, employment equity and human rights.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The ministry continuously reviews and evaluates policies, programs and services to ensure they are fair and equitable, and to ensure they do not impose barriers.

Some specific programs in place are:

- Aboriginal fire crews
- Aboriginal Youth Internship Program
- Attending career fairs promoting persons who self-identify as visible minorities
- Aboriginal hiring
- Community development – Job Opportunities Program

Highlights of Initiatives

The ministry recognized that working with multicultural communities will be one of the key strategies to ensuring that we have the right people with the right skills in the right role and at the right time. In fall 2007, the MoF revised our Corporate Strategic HR Plan to include comprehensive initiatives aimed at improving our diverse workforce. In the Organizational Development branch of Corporate Services Division, for example, people who self-identify as a visible minority increased to 27 per cent in 2008 and persons with disabilities increased to 7 per cent whereas in the previous year,

both categories were at zero per cent. The ministry is working on specific initiatives that will identify opportunities to increase job opportunities for forest workers affected by the industry downturn. The Job Opportunities Program has already approved several projects which focus on First Nations communities and members.

To be successful in the future, the ministry needs to reach out and engage with communities, and is working on meeting local representation targets in all areas of diversity.

MANDATE

To guide and enhance the province's health services to ensure British Columbians are supported in their efforts to maintain and improve their health.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Ministry of Health Services is responsible for ensuring quality, appropriate and timely health services are available to British Columbians. The ministry works with health authorities, physicians and other providers to design and deliver customized care that addresses the unique needs of patients or specific patient groups and supports diversity in the health system.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The health system focuses on three goals to ensure equitable health services are provided to all British Columbians: improved health and wellness; high quality care; and a sustainable, affordable, publicly funded health system. The health system human resources plan includes strategies that support the delivery of services in a culturally responsive manner and diversity in the health sector workforce. These strategies include:

- Recruiting internationally-educated health professionals through the BC Provincial Nominee Program, which expedites immigration processes.
- Implementing a new restricted license to enable internationally trained physicians to practice in their area of qualification.
- Funding 12 post graduate positions in family practice and six positions in specialty medicine at UBC for international medical graduates to achieve licensure in British Columbia.
- Expediting assessment and registration of internationally educated nurses to practice.
- Implementing the Skills Connect for Immigrants – Health pilot initiative.
- Aboriginal nursing strategies to increase and retain nurses in Aboriginal communities.

HIGHLIGHTS OF INITIATIVES

The ministry is committed to expanding public access to health services and information to support British Columbians' efforts to maintain and improve their health. Many programs and services provide translated services to increase accessibility.

Ongoing examples include:

- The HealthLink BC program provides non-emergency health information and services 24-hours a day on the web (http://www.healthlinkbc.ca/) and by phone (call 811). Toll-free information and advice is available by phone from a nurse, pharmacist or dietician in 130 languages. Print resources, including the BC HealthGuide Handbook and BC HealthFiles are available in French, Chinese, Punjabi, and Farsi.
- The Bridge Community Health Clinic in Vancouver provides services tailored to immigrant and refugee communities, including a Newcomer Pediatric Health Clinic, translators, and medical staff. There is also a New Canadian Clinic in Burnaby that provides health care services and language supports to new immigrants.
- The Vital Statistics Agency provides translations in Punjabi, Chinese and Vietnamese.
- The Mental Health program's Antidepressant Skills Workbook is available in English, French, Punjabi, and Chinese at http://www.comh.ca/antidepressant%2Dskills/adult/
- The Health and Seniors Information Line provides translation services in over 130 languages and is available between 8:30 a.m. – 4:30 p.m., Monday to Friday. In Victoria, call 250-952-1742. Toll-free, call 1-800-465-4911.

Ministry of Healthy Living and Sport

MANDATE

To help British Columbians lead healthier lives and make choices for themselves and their families that make a real difference in their ability to remain healthy, active and enjoy life to its fullest both now and in the future.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Ministry of Healthy Living and Sport is committed to encouraging healthy living to help British Columbians maintain and improve their health and well-being throughout their lives, as these qualities are important for the long-term sustainability of the health care system. The ministry supports a strengthened and renewed public health system, which incorporates both mental and physical health promotion, health protection, disease prevention, health assessment and disease surveillance.

One of the ministry service plan's guiding principles addresses inequalities in health related to environmental, social, economic and cultural determinants in order to create equitable health outcomes.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Targeted resources to specific populations under-represented in sport, recreation and physical activity (such as Aboriginal peoples, persons with a disability, girls and women, low-income families, seniors, ethnic groups and inactive individuals) through initiatives such as Aboriginal Youth First, British Columbia Seniors Games, Boomer Boot Camps, SportsFunder, Sport Participation program, Active Communities, and LEAP – Literacy, Education, Activity and Play British Columbia.
- The ministry, in support of government's New Relationship with First Nations and the Transformative Change Accord, continued to work with First Nations to improve health and eliminate the gap in health status between First Nations and the rest of the British Columbia population.
- Seniors in British Columbia: A Healthy Living Framework – the Seniors' Secretariat committed to ensuring ethno-cultural seniors can access information and services needed to improve their health outcomes.

HIGHLIGHTS OF INITIATIVES

- QuitNow by Phone (Tobacco Cessation Quitline) is available 24/7/365 with translation services in 130 languages.
- The Health and Senior's Information Line is available with translation services in 130 languages.
- Transformative Change Accord: The First Nations Health Plan includes 29 action items to close the gap in health status between First Nations and other British Columbia residents.
- Tripartite First Nations Health Plan (TFNHP) was established to create fundamental change for the improvement of the health status of First Nations in British Columbia. It defines a series of founding principles that will underpin the development and implementation of a new governance system for health services and guide systemic changes, and establishes goals for the successful implementation of short and medium-term actions related to the TFNHP.
- Honour Your Health Challenge: A provincially coordinated, six-week health challenge that encourages and supports Aboriginal individuals and communities to quit or reduce tobacco misuse and/or to promote smoke-free environments and healthy lifestyles.
- 2008 North American Indigenous Games (NAIG): The 2008 games, held in Cowichan, British Columbia from August 3-10, welcomed more than 6,000 Aboriginal athletes, coaches and managers from across North America.
- The ActNow British Columbia Road to Health Aboriginal Tour engaged and promoted healthy lifestyles in seven Aboriginal communities in Fall 2008.
- British Columbia participated and sponsored a delegation of Aboriginal women to attend the second National Aboriginal Women's Summit (NAWS II) in the Northwest Territories.
- Work continued on Aboriginal women's issues through the Aboriginal Women's Working Group in the Federal/Provincial/Territorial Status of Women Forum. A key initiative was the work undertaken by the Forum to support NAWS II.
- A working group of the Tripartite Partners (MHLS, Health Canada, and the First Nations Health Council) has been established to develop an informational campaign to increase awareness about seatbelt use and safe driving, and to work toward developing a strategic plan regarding injury prevention for Aboriginal peoples in British Columbia.

- MHLS took part in the Learning Forum and Consultation on the Needs of Immigrant and Refugee Children 0-6 Years of Age and their Families. MHLS participated in this one-day inter-ministry consultation and contributed to the government response to the report on the results.

- In partnership with the Ministry of Advanced Education and Labour Market Development's Immigrant Integration Branch, MHLS is assessing demonstration projects to enhance service delivery to immigrant and refugee seniors and to build partnerships that support them in attaining healthy, active lives.

- Formed liaisons with the Multicultural Advisory Council and the Joint Federal Provincial Immigration Advisory Council to address policy and programs that serve the unique needs of ethno-cultural seniors.

- An ethno-cultural seniors strategy is under development.

- Contributed to the Centre on Healthy Aging at Providence's *A Population Health Approach to the Health and Healthcare of Ethno-Cultural Minority Older Adults: A Scoping Review*.

- The Seniors' Healthy Living Action Network and the Age-friendly Leaders' Partnership include representatives from multicultural organizations.

- MHLS supported the British Columbia Healthy Living Alliance to deliver the Food Skills for Families program. The program is targeted to low-income, Aboriginal, new immigrant and Punjabi families an teaches how to select and prepare healthy foods. The program includes training and resources available in English and Punjabi.

- MHLS, in partnership with the Heart and Stroke Foundation of British Columbia and Yukon, produced a waist circumference tool to help individuals measure their risk for developing health problems such as heart disease, stroke, diabetes and high blood pressure. The tool takes into account the body frame differences between Caucasian and Asian men and women.

- LEAP British Columbia for Aboriginal Settings is a new initiative supported by the federal government's Aboriginal Head Start On-Reserve Program.

Translated Resources:

- Tobacco Cessation Quitline brochures are available in Punjabi, Mandarin, Cantonese, Korean and French.

- Tobacco Control Act brochures are available in Chinese, Farsi, Korean and Punjabi.

- The ActNow British Columbia Healthy Living Pledge identifies three things British Columbians can do to lead a healthier life. In honour of the international and competitive nature of the 2010 Olympic and Paralympic Games, the pledge is extended as a challenge via the Internet to personal networks and public partnerships across the globe. The pledge is available online in 11 languages (English, Japanese, Chinese, French, Spanish, German, Hindi, Korean, Portuguese, Punjabi and Russian).

- Early Childhood Vision Screening: Resources are available in English, French, Chinese, Punjabi, Korean and Vietnamese.

- Helping Seniors Live Well: British Columbia Seniors' Guide is available in languages other than English and is posted online.

- Seniors Falls Can Be Prevented: The brochure is available in Chinese and Punjabi and will be distributed to Chinese and Punjabi-speaking community members and cultural groups. Resources will also be available on the MHLS and British Columbia Injury Research and Prevention Unit websites.

- Healthy Eating for Seniors is available in Chinese and Punjabi and is available on DVD in Punjabi and Cantonese. Food and recipes are adapted to reflect cultural food preferences.

- The trans fat initiative supports restriction of industrially produced trans fat in British Columbia food service establishments. Resources to communicate with food service operators on regulatory compliance requirements are under development. These resources will be available in Punjabi, Korean, Vietnamese, Farsi and Chinese.

- Kindergarten to Grade 12 Healthy Eating and Physical Activity Learning Resource is available in English and French.

- Childhood obesity resources: A series of four brochures is available in English, Spanish, Chinese, Punjabi and French.

- Canadian Falls Prevention Curriculum: To train health care providers and community leaders in design, implementation and evaluation of evidence-based fall prevention programming. A French version of the curriculum is available and a French e-Learning version is expected in September 2009.

- LEAP British Columbia: Resources that support healthy child development by focusing on Literacy, Education, Activity and Play are available in Punjabi, Farsi, Karen, Vietnamese and Chinese. Further translations, including French, are under development.

- The British Columbia Recreation and Parks Association's Active Communities Initiative, through a partnership with the province, developed a set of walking resources available in Chinese, Punjabi and Spanish.

Ministry of Housing and Social Development

MANDATE

The Ministry of Housing and Social Development (MHSD) is responsible for housing policy, construction standards, transition houses and outreach services, homelessness initiatives, income assistance, employment programs, leadership of the Disability Strategy, gaming policy and enforcement, and liquor control and licensing.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry continues to provide services that are responsive to the needs of clients and supports initiatives to create a culturally diverse workforce.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

New employees are provided with information about diversity issues and discrimination prevention. MHSD's service code, service standards and government values define shared expectations as we interact with clients, stakeholders, and each other. In 2008/09, MHSD employed four Aboriginal youth interns under the Aboriginal Youth Internship Program.

HIGHLIGHTS OF INITIATIVES

Services for Women Affected by Violence

The ministry funded Multicultural Outreach Services that are available in 24 different languages in 10 communities, to respond to the diverse language and cultural needs of immigrant and women who self-identify as visible minorities who have experienced violence, help them to access services, and assist service providers in understanding their cultural realities. Funding was provided to the Community Coordination for Women's Safety Program to coordinate initiatives between service providers and responders, which strengthens support for women who are victims of violence and reduces their vulnerability to further abuse. The Program's working group included representatives from the police, provincial and federal justice officials, the civil and criminal bar and members who represent women with disabilities, Aboriginal women, and immigrant and refugee women. The ministry also contributed funding to three on-reserve transition houses, providing services to Aboriginal women and their children when fleeing violence and abuse.

Multiple Languages for BC Employment and Assistance

In 2009, each BC Employment and Assistance program region is registered with the Provincial Language Service agency, which provides service across government. The agency provides immediate telephone access to interpretation service and provides face to face interpretation by pre-booking. Staff can now access an interpreter over the phone to help interpret conversations with BC Employment and Assistance clients who have difficulty comprehending or speaking English. Regions may also use interpretation services via contracted arrangements with interpretation and immigrant services agencies in their community. The ministry is implementing guidelines to assist staff to identify situations where interpretation services are appropriate and provide instructions on how to arrange for an interpreter and work with an interpreter.

The ministry's online Web Orientation for new BC Employment and Assistance applicants is available in 12 languages as well as for non-literate clients. The Family Maintenance Assignment of Maintenance Rights form and information sheet are available in ten different languages.

Enhancing Intercultural Effectiveness

The ministry partnered with the Hastings Institute to develop training to enhance intercultural effectiveness of front-line staff. The training supports staff in creating a welcoming and inclusive environment for all MHSD clients by (1) exploring definitions of diversity, culture, and inclusion; (2) recognizing the impact of values on communication and behaviour; (3) examining how assumptions, perceptions, and cultural norms affect interactions; (4) identifying strategies for bridging differences and (5) applying cultural understanding in our community offices. This training is currently being implemented.

Employment Assistance Services
The ministry's Employment Assistance Services provided employment services for unemployed British Columbia residents, including services targeted towards immigrant populations that take into consideration linguistic and cultural challenges. Services available included assistance in developing a Return to Work Action Plan, sharing labour market information, job search skills, employment counselling, job placement services, case management and follow-up participants in employment programs. Responsibility for program delivery was transferred from the federal government to MHSD on February 2, 2009.

BC Employment Program
This program has the flexibility to provide individualized employment programming to multicultural income assistance clients. In addition, specialized English as a second language/immigrant services are provided in the Lower Mainland. Half of these services are provided through community agencies that have the expertise to assist immigrant clients to bridge employment, language and cultural differences that may exist. At any given time, translation services are readily available in more than 25 languages.

Employment Program for Persons with Disabilities
This program includes services provided through S.U.C.C.E.S.S., a multicultural and immigrant serving agency that has launched the first multicultural employment program for persons with disabilities in Canada. Initially focused on the Chinese community in Metro Vancouver, the unique service will be systematically expanded to other ethnic communities such as Korean, Farsi and Punjabi.

Bridging Employment Program
This program assists women who have experienced violence and/or abuse to overcome barriers to independence and employment through training and support services, including English as a second language services. In January 2009, the number of contracts for the Specialized Aboriginal Bridging was quadrupled and the number of contracts for Specialized Immigrant and/or Multicultural Bridging was doubled.

Community Assistance Program
This program provides services to assist clients with barriers to employment and independence to enhance their quality of life and participate more fully in their community, including English as a second language services.

Aboriginal Employment and Literacy Supports
The ministry worked under a Memorandum of Understanding with Aboriginal Human Resource Development Agreement (AHRDA) holders and the First Nations Social Development Society to improve employment and literacy supports for Aboriginal peoples. In 2008/09, the ministry implemented a policy to allow eligible clients to collect income assistance while attending AHRDA employment programming.

Aboriginal Self Identifier
The Aboriginal Self Identifier collects data on Aboriginal status from BC Employment and Assistance program applicants on a voluntary basis. This information assists the ministry in designing services and programs to better assist Aboriginal peoples in improving their social and economic situation.

Gaming Grants
The ministry's Community Gaming Grant program distributed 259 grants worth $5.6 million to non-profit organizations in support of cultural programs. This includes cultural institutions such as museums which protect and display the cultural heritage of British Columbia residents. In addition, cultural organizations, such as the Chinese Cultural Society and Aboriginal organizations received funding. The ministry also supports the BC Association of Aboriginal Friendship Centres with grant funding to support targeted programs.

Liquor Control and Licensing
During 2008/09, the Liquor Control and Licensing Branch entered into a contract with the Provincial Language Service agency for spoken language interpretation services to assist branch licensing and enforcement staff to effectively communicate with clients and make programs more accessible and responsive to ethnically and linguistically diverse populations. In 2008/09, the branch also summarized information on British Columbia liquor laws in French and English for anyone visiting or doing business in British Columbia during the 2010 Olympic and Paralympic Winter Games.

Residential Tenancy Information
In 2008/09, the Guide for Landlords and Tenants was translated into Chinese and Punjabi. The general Residential Tenancy Branch brochure was also translated into Arabic, Simplified Chinese, Traditional Chinese, Filipino, French, Japanese, Portuguese, Punjabi, Russian, Spanish and Vietnamese.

Ministry of Labour and Citizens' Services

MANDATE

To ensure compliance with the Employment Standards Act through timely and exemplary services that deliver information, education, mediation, adjudication and investigation.

Citizens' Services plays a leadership role in enabling the transformation of how services are delivered and information is managed across government to meet the needs of citizens, businesses and the public sector. The ministry provides front-line services to citizens on behalf of other ministries, and also has a unique role in government as the provider of much of the enabling infrastructure and services that ministries need to perform their own core business functions efficiently and effectively.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Ministry of Labour and Citizens' Services recognizes the multicultural make-up of today's labour force and supports diversity in the services we provide to clients and in the structure of the ministry's own workforce. As an executive, we made significant achievements in 2008/09 towards ensuring that all workers in British Columbia, including newcomers to our province, are informed about their rights and responsibilities in the workplace and how they can receive assistance in several languages. Our multicultural recruitment and training strategies have enabled us to extend our outreach to some of British Columbia's most vulnerable workers.

Citizens' Services is building a strong and capable organization that values diversity in the workplace and ensures that individuals are treated with respect and dignity. The ministry strives to have a workforce that reflects the diversity of the public we serve.

Citizens' Services works to deliver programs and services in a manner that treats everyone fairly, equitably and respectfully, and supports staff activities that promote awareness of diversity and multiculturalism, including training and development activities.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Continuation of the ministry's ethnic media initiative, delivering 20 broadcasts on Asian and South Asian TV and radio.
- New factsheet created for temporary foreign workers, translated in five languages.
- The ministry partnered with AMSSA to deliver education and information on basic employment standards rights in Punjabi, Filipino, Korean, Spanish, and Chinese to temporary foreign workers in communities across the province.
- Job postings for farm labour Employment Standards Officers in the Fraser Valley Region are restricted to Punjabi-speaking candidates.
- 21 staff in the Branch currently speak and/or write 15 languages other than English.
- One of the key performance measures is the percentage of First Nations with access to broadband facilities. Citizens' Services is working innovatively with First Nations and the federal government to enable broadband access to First Nations. Broadband connectivity will provide access to e-health, e-learning, e-government services and e-business opportunities that will help bridge the socio-economic gap and build capacity.
- In order for the government to respond more effectively to the needs of new immigrants and refugees, Citizens' Services continues to lead a cross-government project to increase access to multilingual services.

- Citizens' Services ensures that policies and legislation are consistent with the principles and objectives of multiculturalism, and continually strives to modify and improve ministry programs and services to ensure that they are supportive of British Columbia's multicultural society.

- Citizens' Services established and continues to support the Multilingual Service Delivery Committee (MSDC), which has a mandate to develop a standardized approach to enhancing multilingual access to information and services. This committee has excellent cross-ministry representation, engagement and commitment towards a common vision for a multilingual, citizen-centred approach to services.

HIGHLIGHTS OF INITIATIVES

- An information-sharing agreement with Service Canada is being negotiated to increase awareness and compliance of rights and obligations of foreign workers and their employers under the Employment Standards Act and Regulation.

- Service BC has developed a corporate approach to enhancing multilingual access to government information and services. A corporate supply arrangement for translation and interpretation has been implemented; translation and interpretation toolkits have been developed; and multilingual access training has been provided to over 40 participants. A proposal has been submitted to provide client services in the Greater Vancouver Regional District in other languages: Cantonese, Mandarin, and/or Punjabi.

- A number of program areas within Citizens' Services and its agencies provide direct communication to the public. Several of these program areas routinely make information available in several languages. Service BC centres display "Welcome" signs in multiple languages in their offices throughout British Columbia. This was done as part of the government-wide initiative to increase multilingual signage for government buildings.

- Service BC provides the Newcomers Guide to Services and Resources online, and it is available in 12 different languages.

Ministry of Public Safety and Solicitor General

MANDATE

The ministry maintains public safety through a portfolio that includes: corrections, coroners service, policing and law enforcement, crime prevention, victim services, emergency management, road safety, fire safety, combating trafficking in persons, civil forfeiture, and consumer protection.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The executive committee ensures ministry legislation, policies and programs are consistent with the principles and objectives of the Multiculturalism Act.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The ministry ensures program delivery reflects multicultural needs and partners with community organizations to deliver culturally-sensitive services.

The Corrections Branch recruits widely to exemplify a culturally diverse workforce, and provides multicultural/Aboriginal awareness training and discrimination prevention.

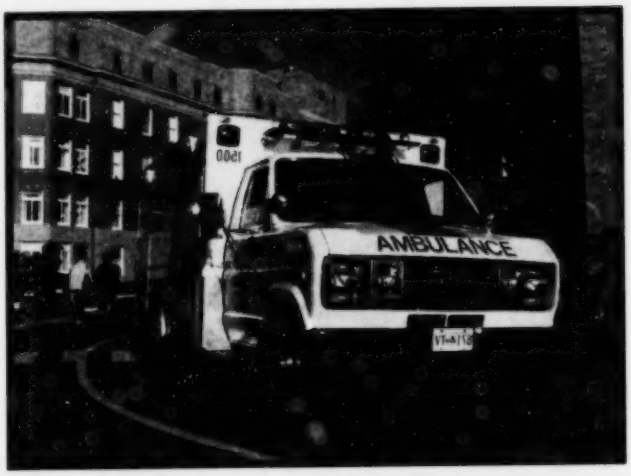
The Policing and Community Safety Branch works closely with First Nations, Aboriginal and multicultural communities to provide specialized services and support programs.

Emergency Management BC and the Provincial Emergency Program support local authorities in developing culturally appropriate response and recovery plans. These plans address issues such as cultural dietary requirements, language interpretation, and other services to meet the needs of a multicultural population.

The Office to Combat Trafficking in Persons maintains an ongoing dialogue with immigrant and refugee organizations to identify and protect trafficked persons. An Aboriginal program and research analyst engages Aboriginal communities and organizations in addressing human trafficking.

HIGHLIGHTS OF INITIATIVES

- VictimLINK: A toll-free helpline for crime victims offered in 130 languages (17 Aboriginal languages). The line provides victims with notifications on status of offenders in custody.
- Multilingual staff serviced victims of crime in multicultural communities across B.C. Staff training included integration of diversity and accessibility issues into service delivery.



- Community Corrections offered a relationship violence program adapted to cultural groups and targeting court-ordered individuals with language barriers.
- The ministry, in partnership with police, corrections, transition homes, and victim service programs, supports a project targeting rural and isolated women who are victims of crime (including Aboriginal, immigrant, and refugee women).
- The ministry partners with the Vancouver Foundation, federal Department of Heritage and the Justice Institute of B.C. in reporting on the empowerment of immigrant and refugee women who are victims of relationship violence.
- The ministry sponsored the Provincial Committee on Diversity and Policing, which is comprised of police officials, public safety agencies, and representatives with ethnic backgrounds. Awareness of community diversity issues has changed the delivery of police services, including the addition of Detachment Hate Crime Units, the Provincial Hate Crime Team, diversity advisory committees, and public forums on diversity and policing.
- The ministry established the Integrated Disaster Council of B.C. consisting of disaster response agencies, multicultural organizations, and the First Nations Emergency Services Society. A letter of agreement with Indian and Northern Affairs Canada pledges the ministry to "assist, support or arrange for required emergency measures."
- The Office to Combat Trafficking in Persons partnered with multicultural and Aboriginal organizations to provide language-appropriate and culturally sensitive services to emerging trafficked persons.

Ministry of Small Business, Technology and Economic Development

MANDATE

The Ministry of Small Business, Technology and Economic Development leads the Asia-Pacific Initiative, our government's vision for strengthening British Columbia's competitive position as the preferred economic and cultural gateway between North America and the Asia-Pacific region. In addition, the ministry leads the province's trade, investment and labour mobility agreements with other jurisdictions including the E.U. and India.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Multiculturalism is incorporated into the executive-led employee engagement process and staffing requirements reflect the ministry's role as the lead on the Asia-Pacific Initiative, labour mobility initiatives and economic diversification strategies.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The ministry's Workforce Environment Survey (WES) scores reflect a healthy work environment. The Respectful Environment dimension specifically addresses diversity, a healthy atmosphere and freedom from discrimination and harassment. STED's 2008 score was 76, compared to the British Columbia Public Service score of 71. British Columbia Stats data reveal employees who are persons who self-identify as visible minorities are present in slightly higher proportions (19.9 per cent to 22.1 per cent of our workforce) than in the British Columbia Public Service (9.0 per cent), reflecting international trade, marketing and labour mobility programs. Staff are proficient in 20 languages.

HIGHLIGHTS OF INITIATIVES

- Launched the International Landing Pad, www.CanadasPacificGateway.ca, to promote British Columbia as a world-class destination to live, work, play, invest and do business. It is available in Traditional and Simplified Chinese, English, French, German, Hindi, Japanese Korean, Punjabi, and Spanish.
- The ministry led a government-wide project to create multi-lingual welcoming signage that would be installed in government office locations and along transportation corridors throughout British Columbia.
- In June 2008, British Columbia and India entered a $2 million bilateral agreement to fund research and development projects, partnership activities and student internships.
- Five ministry staff were selected as volunteers to work in the British Columbia – Canada Pavilion in Beijing before and during the 2008 Summer Olympic Games.
- In November 2008, the governments of Canada, China, and British Columbia signed a memorandum of understanding in support of the $8-million Wenchuan Earthquake Reconstruction Project to replace buildings damaged or destroyed in the devastating May 2008 earthquake in Sichuan Province, China.
- Premier Gordon Campbell and Governor Moon-Soo Kim signed a twinning agreement that made British Columbia and Korea's Gyeonggi-do sister provinces in May 2008.

Ministry of Tourism, Culture and the Arts

MANDATE

The ministry exists to diversify the province's economy, enhance its reputation as a world class destination and as a magnet for international and domestic travellers by cultivating the province's full potential in the areas of tourism, resort development, recreation sites and trails, arts and culture, film, archaeology and heritage.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry recognizes the wide-ranging social and economic benefits associated with multiculturalism. Ministry programs present opportunities to preserve, celebrate and showcase British Columbia's exciting multicultural heritage, revealing the unique history, heritage and culture that define us as a province.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Through the British Columbia Arts Council, diverse communities are engaged in promoting and supporting culture and the arts, based on a core value of "inclusiveness and the fullest possible reflection of the province's Aboriginal and cultural diversity."

The ministry also places importance on the development of an open and responsive relationship with First Nations. This guides ministry work on tourism and recreation development, Crown land use and management, archaeological site conservation, and heritage promotion and preservation. It also fosters partnerships with various First Nations in the effective management of recreation sites and trails as well as the protection of unique historic places.

The ministry is committed to an inclusive, discrimination-free environment for all staff and clients, fostering a workplace that values individual and cultural differences, promoting opportunities such as the Aboriginal Youth Internship Program.

HIGHLIGHTS OF INITIATIVES

- The ministry's Tourism Action Plan supported sustainable participation of First Nations in tourism through various initiatives. A recent innovation, the First Nations Resort Initiative, puts First Nations in the lead for the identification and development of resort opportunities and so far has resulted in four memorandums of understanding with First Nations to enable resort development.

- The Community Heritage Planning Program provided cost-shared funding to First Nations for heritage planning and conservation projects.

- The ministry is a partner with Tourism BC and heritage sector representatives in the Heritage Tourism Alliance, a multi-year project to develop and implement a provincial history and heritage marketing plan. Through Tourism BC, the ministry supports Aboriginal Tourism BC.

- The ministry supported a proposal to nominate Vancouver's Chinatown as a National Historic District, and engaged in ongoing efforts by the federal government to identify potential nominations to the Historic Sites and Monuments Board of Canada to commemorate people, places and events of national historic significance associated with Aboriginal and ethno-cultural communities.

- The BC Arts Council worked in partnership with:

  - The First Peoples' Heritage, Language and Cultural Council to deliver the Aboriginal Arts Development Awards program; and

  - The BC Touring Council to deliver Diverse Collaborations, a program of support designed specifically to assist the presentation of professional British Columbia touring artists working in diverse cultural traditions.

- During 2008, the BC150 Years Secretariat celebrated 150 years of cultural diversity, community strength and widespread achievement since the founding of the Crown Colony of British Columbia in 1858, including work with:

  - The Cowichan 2008 North American Indigenous Games Organizing Committee to create a special totem-pole tour to promote awareness and to celebrate the rich First Nations culture, history and traditions;

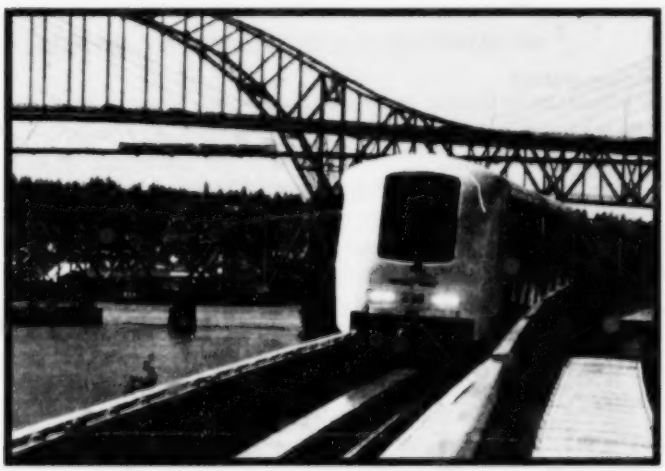
  - La Federation des francophones de la Colombie-Britannique and Québec 400 to celebrate British Columbia's Francophone population; and

  - The Victoria Chinese Commerce Association and Victoria Chinese Consolidated Benevolent Association to mark the 150th year of Victoria's Chinatown and to celebrate the achievements of Chinese Canadians.

MANDATE

Our transportation network of highways, bridges, regional airports, ferries, buses and rail transit are vital assets for all British Columbians. They help people reach their destinations and assist in moving goods to market, serving private citizens, industry and business throughout our province.

In building and maintaining our highway system and by coordinating our provincial transportation network, the Ministry of Transportation and Infrastructure and its partners promote economic development. The ministry is committed to ensuring sound environmental practices and building positive relations with all citizens of British Columbia's communities.



EXECUTIVE COMMITMENT TO MULTICULTURALISM

During the fiscal year 2008/09, the Ministry of Transportation and Infrastructure continued to provide services and programs in a manner that was sensitive and responsive to the multicultural reality of British Columbia.

The ministry continues to recognize the cultural diversity of our province and supports and promotes cross-cultural understanding. We remain committed to effective communication strategies that foster understanding and cooperation with our customers and staff, and are inclusive of all cultures in our society.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The ministry ensures all legislation and policies are produced in a manner consistent with the principles and objectives of multiculturalism. We develop policies and assess their impact on British Columbians with respect to ethnicity, ancestry, cultural heritage, religion, and place of origin.

HIGHLIGHTS OF INITIATIVES

Our objectives are to foster the understanding and respect of race, cultural heritage, religion, ethnicity, ancestry, and place of origin, and to support the individual and collective needs of our diverse workforce and customers.

- We continually invite community input and participation on ministry business and projects through local news media and public meetings.
- The ministry provided multilingual signage at key entry points to the province.
- The ministry pursues partnership opportunities with First Nations to stimulate economic development in the delivery of transportation projects. Recent examples include the Campbell Road Interchange, the Sea-to-Sky Highway Improvement Project, as well as several resurfacing projects in the Southern Interior where First Nations were hired to work with crews to learn how to deliver projects of that scope.

British Columbia Assessment Authority

BC Games Society

BC Housing Management Commission

BC Hydro

British Columbia Innovation Council

British Columbia Investment Management Corporation

British Columbia Lottery Corporation

BC Pavilion Corporation

British Columbia Pension Corporation

BC Public Service Agency

British Columbia Railway Company

BC Transit

BC Transmission Corporation

British Columbia Utilities Commission

Columbia Basin Trust

Columbia Power Corporation

Community Living BC

First Peoples Heritage, Language and Culture Council

Forestry Innovation Investment Ltd.

Homeowner Protection Office

Insurance Corporation of British Columbia

Knowledge Network

Legal Services Society

Liquor Distribution Branch

Oil and Gas Commission

Pacific Carbon Trust

Partnership British Columbia

Provincial Capital Commission

Royal BC Museum Corporation

Tourism British Columbia

MANDATE

The British Columbia Assessment Authority (BC Assessment) is a provincial Crown corporation created in 1974 under the Assessment Authority Act and governed by a Board of Directors. Its mandate is to establish and maintain an independent, uniform and efficient real property assessment system throughout British Columbia in accordance with the Assessment Act. The legislation requires that BC Assessment produce annual property assessment rolls at market value and issue annual notices to more than 1.85 million property owners. In 2007, $5.84 billion in gross property taxes was collected in British Columbia based on the assessment roll. BC Assessment's 2009-2011 service plan outlines the key corporate goals, strategies and performance measures for the organization.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

BC Assessment's Executive Committee supports multiculturalism initiatives and employment diversity at the operational level and the corporate responsibility is within the Office of the Chief Executive Officer. The Communications Department is responsible for the distribution of public information including publications, ethnic media relations and the public website. BC Assessment's Human Resources Division supports hiring practices that encourage multiculturalism and diversity in the workplace.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

BC Assessment supports the delivery of 1.85 million assessment notices to property owners in January of each year with information about the assessment process. As part of this annual Property Assessment Communications Campaign, the Assessment Notice Insert (brochure) is translated into 14 languages other than English, and is made available on the public website. BC Assessment staff also strive to assist property owners in the language of their choice for inquiries during this busy time of the year, and some spokespeople conduct media interviews with ethnic media outlets.

HIGHLIGHTS OF INITIATIVES

- BC Assessment's commitment to multiculturalism and employment diversity is promoted on an ongoing basis to staff and to the public annually as part of the annual Property Assessment communications campaign and ongoing human resources recruitment (e.g. ads show age/culture/gender diversity).
- In 2008/09, BC Assessment provided assessment rolls and services on a contract basis to 55 of 80 First Nations in British Columbia that have authority to establish independent real property taxation systems. A formal customer satisfaction survey of this client group is done every second year.
- BC Assessment has an internal Language Skills Bank (volunteer program) located on its intranet site as a staff resource. The purpose of the program is to connect employees who have language skills other than English to respond to help customers with oral or written questions in a wide variety of languages.
- BC Assessment staff are available, upon request, to make presentations to ethnic media, local government and community organizations to promote and publicize access to BC Assessment's programs, services, employment and business opportunities. B.C.'s ethnic media (e.g. Fairchild TV) are included on news release distribution lists, and notified of the annual information campaign.
- Each year, Communications purchases Multifaith Action Society wall calendars for distribution to area offices to promote the different spiritual beliefs and cultures of the communities we serve.
- BC Assessment staff regularly host delegations from other nations (e.g. Ireland, Cambodia) or visit other nations (e.g. China) to share information about British Columbia's property assessment system.

BC Games Society

MANDATE

To provide an opportunity for the development of athletes, coaches, and officials in preparation for higher levels of competition in a multi-sport event which promotes interest and participation in sport and sporting activities, individual achievement, and community development.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- The BC Games Society Board represents a model in leadership and governance .
- Progressive management practices and personnel policies reflect a fair and equitable work environment that is indicative of a healthy workplace and organization.
- A commitment to broad social issues affecting all British Columbians including health and wellness, personal and community development, equity, access and inclusiveness is demonstrated.
- The organizational culture honours both the individual and the contribution of the team.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- The BC Games Society Board of Directors is consistently comprised of members from across the province including the Aboriginal community and persons who self-identify as visible minorities.
- Host community mayors and council are encouraged to recruit their boards of directors based upon these same principles.
- Past and current practice by BC Games Society staff in each host community is to advise volunteers on the importance of highlighting the cultural diversity of their region by way of inclusion in opening and closing ceremonies, Games Village entertainment and hospitality, and volunteer recruitment.

Through a Memorandum of Understanding with the Aboriginal Sport and Recreation Association (ASRA), the BC Games Society includes:

- Promotion of the BC Summer and BC Winter Games to the Aboriginal community through direct mailing of posters and rules books and mass media via Global Television;
- Providing opportunities for representation of the Aboriginal sport community on the BC Games Society Board of Directors;
- Providing Aboriginal participation figures as they relate to the Northern BC Winter, BC Winter and BC Summer Games;
- Including and encouraging participation of local Aboriginal communities with respect to positions on the host community board of directors and/or cultural aspects of the BC Winter and BC Summer Games;
- Maintaining dialogue on future opportunities for the inclusion of Aboriginal-only participation in the BC Summer or BC Winter Games; and
- Through the shareholder's Letter of Expectation, continuing to collaborate with sport system partners to promote the growth of ethnic sport.

MANDATE

To fulfill the government's commitment to the development, management and administration of subsidized housing for those in greatest need.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

As stated in its service plan, BC Housing is committed to maintaining a professional and committed workforce that reflects and responds to the diversity of the communities where we live and work.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

BC Housing has instituted the following policies:

- Multiculturalism – to ensure BC Housing adheres to the Multiculturalism Act.
- Respect for diversity – to reinforce legislated requirements related to human rights, multiculturalism and employment equity.
- Recruitment and staff training – to ensure the maintenance of a high performing organization, the recruitment process is based on merit and recognizes its responsibility for creating a workforce that is reflective of the diversity of our society.
- BC Housing's recruitment campaigns reflect the diversity of its workplace and visually create a statement of inclusion.

HIGHLIGHTS OF INITIATIVES

- In partnership with Essential Skills for Aboriginal Futures (ESAF), BC Housing instituted a skills training program that resulted in regular employment for 15 Aboriginal/Métis participants in the past two years.
- Secondment training opportunities were created for eight people from the Musqueam band, to help develop capacity in building management and maintenance.
- Of the new employees hired in 2008/2009, 36 per cent self-identify as visible minority and an additional 5.4 per cent identify as Aboriginal.
- The social club received corporate funding to host a multicultural festival. A different culture is showcased each year with food, dance, video presentations, etc. The most recent was a celebration of Hispanic culture.

BC Hydro

MANDATE

BC Hydro's mandate is to generate, manufacture, distribute and sell power; upgrade its power sites; and to purchase power from, or sell power to, a firm or person under the terms of the Hydro Power Authority Act.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

BC Hydro's board and executive team have approved a People Strategy that includes developing a diverse workforce which is representative of its customers and the communities it serves as well as strengthening its inclusive workplace. This strategy sets a long-term goal to increase BC Hydro's representation of women, persons who self-identify as visible minorities, Aboriginal peoples and people with disabilities to the level of British Columbia labour force representation. BC Hydro is committed to focusing on programs and initiatives that create a positive and diverse workplace.

BC Hydro defines diversity as understanding, recognizing and valuing the differences that make each person unique.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

BC Hydro has embedded a Diversity Manager position within corporate human resources. This role is responsible for the development, planning and reporting of BC Hydro's overall diversity strategy. A diversity committee that is comprised of human resource business partners, recruiters and other stakeholders throughout BC Hydro continues to support the implementation of the strategy. Recruitment outreach has been developed to broaden BC Hydro's support for and access to diverse talent pools across British Columbia. Our Employee and Workplace policy articulates BC Hydro's commitment to a workplace which values diversity and is free of discrimination and harassment. All employees receive Respectful Workplace Training and Aboriginal Awareness workshops are also offered throughout the year. Diversity Awareness training has been embedded within BC Hydro's supervisory and leadership training.

BC Hydro is committed to developing a workforce that represents the communities we serve within B.C. and strengthens our inclusive workplace. We have set a goal of achieving a diverse workforce fully representative of the B.C. labour market by 2017. As of the end of March 2009, the following progress has been made towards achieving this goal across the four designated diversity categories:

	Women	Visible Minorities	Aboriginal Peoples	Persons with Disabilities
BC Workforce (Current)	47.6%	19.8%	3.6%	6.3%
* Non-IBEW Employees	44.2%	20.9%	1.7%	1.8%
IBEW Employees	2.6%	5.0%	3.0%	2.6%
All BC Hydro	31.2%	16.0%	2.3%	2.1%

* Note: Our workforce representation is broken out into Trades and Non-Trades occupations by analyzing labour affiliation.

HIGHLIGHTS OF INITIATIVES

- In 2008, Corporate Knight Magazine ranked BC Hydro as a Top Employer, as listed on their Leadership Diversity Index.
- On an ongoing annual basis, BC Hydro provides corporate support for the Hydro Employee's Multicultural Society (HEMS). This employee resource group celebrates and promotes multiculturalism and inclusion through employee events during Multiculturalism Week, National Aboriginal Day and other specific cultural/religious holidays.
- In 2009, the HEMS committee awarded a scholarship to an individual who has demonstrated support for multiculturalism in their community and worked to build a more inclusive society.
- On an annual basis, the HEMS committee provides support for the Affiliation of Multicultural Societies and Services Agencies of BC (AMSSA) through the sale of their multicultural calendars to BC Hydro employees.
- In 2008/09, volunteers from BC Hydro support the Engineering regulator, Association of Professional Engineers and Geoscientists of BC, as assessors of credentials and applications of internationally trained professionals for the purpose of providing provisional, entry-level memberships to the association. Additionally, BC Hydro is exploring additional ways of making registration to APEGBC more accessible to immigrant professionals through advising the design of cultural competence training for applicant engineers.
- In 2008/09, BC Hydro provided English as a second language (ESL) for occupational purposes training on-site, on company time to 36 employees.
- In 2008/09, BC Hydro sponsored and presented at a number of multicultural events including: the First Nations Technology Committee, the Fraser Valley Cultural Diversity awards, the DIVERSEcity gala awards, the 2008 Walk with the Dragon (hosted by S.U.C.C.E.S.S.), the Surrey Fusion Festival, and Chinese New Year events in Richmond and Vancouver.
- In 2008/09, BC Hydro participated in two Utility Boot Camps programs designed for Aboriginal participants to gain exposure to the electricity industry. BC Hydro partners with Terasen Gas, BCTC, Enbridge, TransCanada, Kinder Morgan and Spectra Energy on this initiative.
- In 2008/09, BC Hydro was represented on advisory panels for the BC Human Resource Management Association's Immigrant Talent Integration project (sponsored by the Ministry of Small Business, Technology and Economic Development), and CEO Bob Elton chairs the Immigrant Employment Council of BC.
- In 2009, BC Hydro was awarded silver standing by the Canadian Council for Aboriginal Business for its Progressive Aboriginal Relations program.
- In 2008/09, BC Hydro partnered with the Minerva Foundation to develop and pilot the "Combining Our Strengths" Aboriginal awareness training program for leaders and key staff.
- In 2008/09, BC Hydro created a multi-purpose quiet space for use by all employees at the Edmonds headquarters for the purpose of reflection and faith-based practice on site.
- On an annual basis, ten per cent (or $160,000) of BC Hydro's total budget for corporate donations and sponsorships is allocated to initiatives that support the development of mutually beneficial relationships between BC Hydro and Aboriginal communities. In 2008/09, such initiatives included scholarships, educational support and youth job experience.
- In 2008/09 BC Hydro supported an additional 15 initiatives and sponsorship programs, such as the BC Assembly of First Nations, The Aboriginal Tourist Award and the Aboriginal Financial Officers Association of BC.

British Columbia Innovation Council

MANDATE

BCIC is British Columbia's lead Crown organization charged with advancing innovation and commercialization. BCIC's main focus is to help competitively position British Columbia in the global science and technology community in order to create wealth in the economy.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

BCIC incorporates multiculturalism in its employment practices and the Council pursues partnerships with international organizations and jurisdictions.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

As a result of BCIC's employment practices, approximately 30 per cent of the Council's current staff are persons who self-identify as visible minorities. This compares favourably with the percentage of self identified visible minorities present in the British Columbia Public Service at 9 per cent. Staff are proficient in six languages.

Externally, BCIC has established the Office of International Partnerships, which demonstrates the importance BCIC places on establishing and maintaining relationships with key international partners, including the People's Republic of China.

HIGHLIGHTS OF INITIATIVES

- BCIC partnered with Life Sciences BC to create and fund the Medicon Valley Alliance Ambassador Programme to support international collaboration in life sciences.
- BCIC and the People's Republic of China's Ministry of Science and Technology have each committed $2 million towards the Innovation and Commercialization Strategic Development Program. In 2008/09 there were 13 awards given to joint research projects under this program.

MANDATE

British Columbia Investment Management Corporation (bcIMC) is a trust company established under the British Columbia Public Sector Pension Plans Act, with a mandate to provide investment management services to the British Columbia public sector pension plans, provincial government, public sector entities and other publicly administered trust funds of the Province.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

As a result of the global nature of our business, bcIMC is more representative of the global community. The approved business plan requires bcIMC to align our skills base and operations with the globalization of our investments. Specific attention is given to building the research capacity and skills necessary to support the global investment process and active management strategies.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

In support of our commitment to multiculturalism, we continue to support an employee-run China culture group. The mandate of this group is to educate all staff about China and to celebrate Chinese events. Regularly scheduled on-site informational sessions are provided to staff on a variety of relevant topics. Other programs in support of this commitment include academic partnerships with British Columbia-based universities that have a large percentage of international students. Co-op students and corporate apprentices are selected with consideration given to bcIMC's global business objectives. bcIMC business cards are printed in English, and upon request, in the language of the region in which employees will be doing business and/or the native language of the employee.

HIGHLIGHTS OF INITIATIVES

bcIMC hosted several events sponsored by the China culture group, including information sessions about various aspects of Chinese culture, Chinese economic issues and a Chinese New Year's celebration lunch. As part of our Corporate Internships program, our MBA students facilitated an annual Corporate Challenge to promote cross-country index market competition and increase global market awareness. bcIMC utilizes the Provincial Nominee Program to obtain landed immigrant status where applicable and appropriate.

British Columbia Lottery Corporation

MANDATE

Pursuant to amendments to the Criminal Code of Canada in 1969 and enabling legislation, the British Columbia Lottery Corporation (BCLC) was incorporated in October, 1984 and operates under the Gaming Control Act (2002) of British Columbia.

On behalf of the Government of British Columbia, BCLC is mandated to conduct, manage and operate:

- Lottery gaming, including the marketing of nationwide and regional lottery games aligned with other Canadian provinces;
- Casino gaming;
- Commercial bingo gaming; and
- e-gaming.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

BCLC's executive management team, consisting of the president and CEO and nine vice presidents, maintains a commitment to employment equity, which fosters an appreciation for diversity in our workplace. The principles of cultural awareness are stressed and promoted in our workplace in everything we do, including but not limited to advertising, publications, hiring practices, training and development. We promote a fair, open, respectful and progressive workplace.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- A fundamental understanding that our market and customers, including service providers and retailers, are multicultural and diverse.
- A comprehensive corporate policy addressing harassment, demonstrating a commitment to ensuring a positive work environment for all employees regardless of race, ancestry or place of origin. This is incorporated into our Ethical Standards of Business Conduct which is reviewed and signed off each year by all employees.
- One of our key corporate values is respect. We value and respect our players, service providers and each other. Our workplace fosters openness, mutual respect and individual development.

HIGHLIGHTS OF INITIATIVES

- BCLC employs staff who speak different languages to meet the needs of our many business partners and players.
- BCLC uses Language Line to access translation services for consumers and lottery retailers phoning our consumer services hotline.
- Lottery retailer certification tests are provided in English, Korean, Chinese, Punjabi and Vietnamese.
- The Play with Confidence brochure is featured in English, French, Punjabi, Chinese, Vietnamese, Korean and Spanish languages.
- GameSense materials were offered in English, French, Punjabi, Chinese, Vietnamese, Korean and Tagalog. GameSense is BCLC's proprietary responsible gambling brand.
- The recruitment system has recorded employee languages spoken.
- BCLC sponsored Canada Day community activities that celebrate the ethnic diversity of our province and country.

MANDATE

To generate economic and community benefit for the people of British Columbia through prudent management of public facilities.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

A workplace diversity policy was created by employees and approved by the Corporation's executive in 1997. PavCo continues to reinforce this commitment to its core values of respect, fairness, integrity, and cross-cultural understanding in a safe working environment, free from any form of harassment or discrimination.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The multicultural nature of the Corporation's business, clients and staff is highly valued and discrimination among its workforce or client relations is not tolerated. Ongoing support is provided to enhance and integrate multicultural sensitivity into the performance and fabric of the organization. All advertisements to fill position vacancies within PavCo include an employment equity statement and encourage applications from groups that self-identify as visible minorities. Qualification requirements are explained in generic language in order to ensure fairness and equitability when assessing applicants' credentials. Equal acceptance, opportunity and appreciation of all staff are the responsibility of each business unit in order to retain staff and develop their skills, knowledge and abilities.

PavCo is committed to creating a workforce representative of the population it serves as well as providing equal access to hiring, advancement and training opportunities. A culturally diverse workforce represents a variety of national and ethnic backgrounds including Chinese, South Asian, Filipino, Iranian, Iraqi, Mexican, Nigerian, South American, Japanese, Serbo-Croatian, and Taiwanese. Front line and service desk staff are multilingual and provide an opportunity for visitors, guests or clients to identify and take advantage of interpretative services. Resource lists are also available detailing languages spoken by staff.

The Corporation offers professional counselling and referral services on a confidential basis to its employees and their immediate families through an external contractor. Information brochures outlining the services available are offered in several languages. Qualified counsellors are also available to assist in a variety of languages including English, French, Dutch, Japanese, Mandarin, Cantonese, Punjabi and Spanish.

HIGHLIGHTS OF INITIATIVES

During 2008/2009, most new hires were for event-based positions. Corporate and supplier staff at the facilities are from various backgrounds representative of the diverse Canadian society and the communities we serve. Entry-level customer service positions typically require fluency in English, with additional language(s) as a definite asset.

The Vancouver Convention Centre rolled out a new set of employee values and a service excellence initiative. All full time and regular part time employees of the Convention Centre and our official suppliers attend a 2 day training session, including components that focus on the value of respect and our service standard of treating employees and guests with consideration, dignity and respect. With the expansion of the Convention Centre, suppliers have added additional staff and the majority of these staff continue to be from diverse backgrounds.

BC Place provided "Valuing Workplace Diversity" workshops to all staff in order to promote and create a welcoming and respectful workplace for employees at all levels. Staff in human resources, many with additional language abilities, are attuned to diversity and multicultural sensitivity, and are able to assist employees with concerns in the area.

In order to attract qualified candidates from diverse backgrounds that reflect the public and clients we served, recruitment ads were placed in ethnic newspapers and public places where there is a high population of multicultural and diverse demographics, such as Vancouver Community College, where there is a high population of culturally diverse students.

PavCo encourages multicultural events at its facilities and hosts events from around the world. During 2008/2009, the Vancouver Convention Centre held a number of such events including The Mexican Independence Day Festival, Miss Chinese Canada and the Cultural Wedding Fair. At BC Place, the visit of the Aga Khan was hosted.

British Columbia Pension Corporation

MANDATE

The British Columbia Pension Corporation is a non profit agent of the College, Municipal, Public Service and Teacher's Pension Boards of Trustees. The corporation provides professional pension administration services on behalf of the pension boards of trustees, and their plan members and employers. Funding for administrative services comes from each of the pension plans.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Visual imagery continues on our corporate website, publications, communications and training materials for pension plan members and plan employers. Imagery includes people from our diverse population including various age groups.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Our recruitment process supports barrier-free access to employment and bias-free employee selection. On the website, it states that the Pension Corporation is committed to employment equity. Applications are encouraged from qualified groups including:

- persons with disabilities;
- aboriginal persons;
- visible minorities; and
- women.

HIGHLIGHTS OF INITIATIVES

Highlights of initiatives include:

- Nominated a university graduate from China for Canadian citizenship. This employee will be working in Client Services.
- Continue to hire individuals with various cultural backgrounds.

MANDATE

The Agency provides human resource leadership and services for the ministries, agencies and employees working to serve British Columbians.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The third edition of the corporate human resource plan, Being the Best, defines the Province's human resource management strategy and confirms the Province's commitment to improve the diversity of the BC Public Service to better reflect the public it serves.

KEY PROCESSES, POLICIES AND STRUCTURE IN SUPPORT OF MULTICULTURALISM

As an employer, the BC Public Service is committed to promoting a work environment that is free from discrimination and harassment, and where all employees are treated with respect and dignity. This overarching commitment is reflected in the design and implementation of corporate recruitment activities, new employee orientation, human resource policies and training to ensure that diversity is welcomed in the workplace.

HIGHLIGHTS OF INITIATIVES

The Agency continues to support the Aboriginal Youth Internship Program, a very successful program that provides excellent learning opportunities for Aboriginal youth in our province as well as in host ministries. This program exemplifies the ideals and values of the BC Public Service and supports the corporate human resource plan, Being the Best, from all perspectives. In 2008/2009, the program expanded to accept 25 interns to work in 11 ministries and 20 Aboriginal organizations across the province. The program is designed to support Aboriginal youth in developing their leadership skills and encourage them to consider the BC Public Service or Aboriginal organizations as a place to pursue their career.

The Agency continues to partner with the Ministry of Aboriginal Relations and Reconciliation to support public service employees to work more knowledgeably and effectively with Aboriginal people, communities and agencies. Aboriginal stakeholders, as well as Aboriginal and non-Aboriginal BC public service employees, attended four visioning sessions held in Victoria, Prince George, Kamloops and Kelowna to inform the development of a three year plan to build public service capacity in Aboriginal relations.

The Discrimination Prevention Workshop, updated in 2008, was offered to over 700 public service employees across the province. Participant feedback continues to be highly favorable, with most sessions filled to capacity.

The Agency also sponsors Asia Pacific cultural training sessions for public service employees. These half-day, classroom courses introduce participants to current issues, customs, behaviours and business protocols specific to several Asia Pacific countries. Through increased awareness, participants enhance their ability to build positive relationships and strong ties with our Asia Pacific counterparts. In 2008/09, 155 participants attended 13 training sessions.

The Agency's Hiring Strategies Branch and Career Advisor Service continued to recruit and assist a diverse range of qualified applicants, reaching out to those who have experienced very different hiring cultures and practices. The employment opportunities website has also been updated to include interview videos as well as candidate tips on the hiring process, resume writing and interviews.

British Columbia Railway Company

MANDATE

- To support and facilitate the British Columbia Ports Strategy and Pacific Gateway Strategy, by providing advice, acquiring and holding railway corridor and strategic port lands, and making related infrastructure investments for the Province.
- To continue to wind down or exit the residual assets and entities currently owned and operated by the Corporation, with the exception of the railway right-of-way, rail bed and track infrastructure required to support the freight railway and BCR Port Subdivision Ltd.; and BCR Properties Ltd. assets needed to achieve the Pacific Gateway Strategy.
- To continue to own and operate BCR Port Subdivision Ltd.
- The Corporation, as landowner, will have on-going accountability to ensure effective and efficient management of the Revitalization Agreement between the Corporation and Canadian National Railway Company ("CN"); and
- The Corporation, as landowner, will have on-going accountability to ensure effective and efficient management of the Operating Lease Agreement between the Corporation and Kinder Morgan Canada Terminals ULC ("Kinder Morgan").

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- Recognizes the multicultural nature of British Columbia and values cultural diversity in the communities we serve, while ensuring fairness and equity in operations and systems for all people including employment and customer service.
- Will not tolerate discrimination based on national or ethnic origin, language, ancestry, culture or religion among its staff.
- Takes into account the anticipated impact on the diverse community when designing new programs, services, policies and methods of service delivery.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Respectful Workplace Policy/Dispute Resolution
- Employee Relations Policy
- Recruitment and Staffing Policy

HIGHLIGHTS OF INITIATIVES

- Supported the Tsawwassen First Nation (TFN) land use planning process.
- Facilitated a Hong Kong/Dubai Ports learning mission with the TFN and the Squamish First Nation (SFN).
- Supported the Environmental-Aboriginal Guardianships through Law & Education (EAGLE) program.

MANDATE

The British Columbia Securities Commission (BCSC) is the independent provincial government agency responsible for the administration of the Securities Act.

The mission of the Commission is:

- To protect and promote the public interest by regulating trading in securities.
- To ensure the securities market is fair and efficient and warrants public confidence.
- To foster a dynamic and competitive securities industry that provides investment opportunities and access to capital.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

We promote information sharing – We have several Memorandums of Understanding with other securities commissions in other countries, such as IOSCO, SEC, Hong Kong, China, Australia and France. We translate publications and multimedia presentations into Chinese to provide information on fraud and inappropriate investing to community-based groups.

Through the North Shore Employment Services (NSES), we hired employees with disabilities and continue to use the services of NSES for short-term projects such as assembling information kits.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

We are an employment equity employer. Our human resources policies include a discrimination and harassment prevention policy and we provide discrimination & harassment prevention training to all employees on an ongoing basis.

We provide training on behavioural recruitment and non-discriminatory hiring policies to managers.

Human resources staff have training on discrimination and harassment prevention. They can investigate and resolve harassment issues and reduce interpersonal conflict among employees of all backgrounds.

More than 20 per cent of our employees are persons who self-identify as visible minorities.

HIGHLIGHTS OF INITIATIVES

The BCSC, in partnership with S.U.C.C.E.S.S., conducted research to better understand Chinese-language investors' knowledge, attitudes and vulnerability about investing and fraud. The BCSC also continued its ethnic community outreach advertising with multicultural radio station CHMB as well as South Asian radio stations Red-FM, Radio Rim-Jhim and RJ1200. BCSC staff delivered seminars and shared investor education with the public at community events and financial trade shows that targeted ethnic communities.

BC Transit

MANDATE

BC Transit is the provincial Crown agency responsible for co-ordinating the delivery of public transportation throughout British Columbia, outside of the Greater Vancouver Regional District. Its mandate includes planning, funding, constructing, marketing, and operating transit systems – either directly or indirectly – in partnership with local government throughout the province.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The executive management team is committed to diversity initiatives, including multiculturalism, as an integral part of regular day-to-day business. BC Transit's Board of Directors is committed to equal opportunity initiatives.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Key policies in support of multiculturalism include:

- Human Rights: BC Transit is committed to upholding the principles enshrined in the BC Human Rights Code.
- Multiculturalism policy: BC Transit considers the impact on a diverse community when designing new services, methods of service delivery, and programs.
- Recruitment and Selection: There are policies committed to attraction and retention of a committed and competent workforce, and to the principles of equal opportunity.
- Code of Conduct: BC Transit has an employee-initiated statement of expectations about respectful interaction; volunteer facilitators are trained to help resolve differences.

HIGHLIGHTS OF INITIATIVES

BC Transit continued its work with the University of Victoria in developing and delivering enhanced training on multiculturalism and human rights.

MANDATE

BC Transmission Corporation is the Crown corporation that plans, builds, operates and maintains the province's publicly owned electrical transmission system.

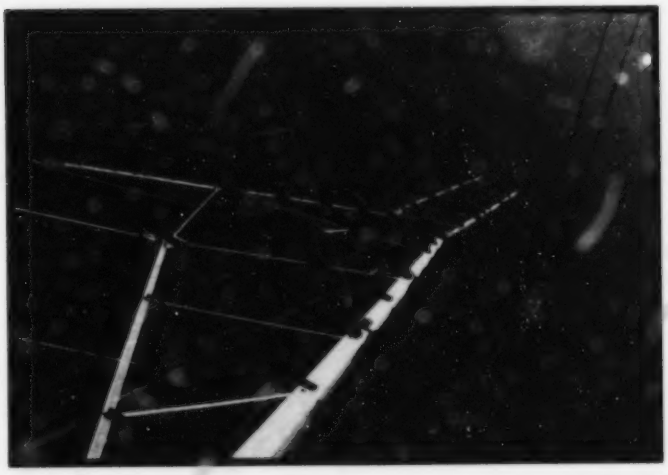
BCTC's mandate is to manage B.C.'s transmission system, ensuring open and fair access to the grid, facilitating private generation investment in B.C. and maintaining access to the Western North American wholesale electricity market.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The executive leadership team continued support of the following corporate programs: Multiculturalism, Respectful Workplace, Corporate Outreach, and Aboriginal Business Development.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Continued BCTC's community investment program, which includes an Aboriginal outreach program and a TransConnect program to support organizations where employees volunteer.
- Continued respectful workplace training and profiled training opportunities in our e-mail newsletter and on the intranet.
- Continued the Aboriginal business development program.
- Continued the training course titled "Working Effectively with Aboriginal peoples".



HIGHLIGHTS OF INITIATIVES

- Celebrated B.C. Multiculturalism Week by profiling employees from different cultures in a special edition of our e-mail newsletter and a multicultural luncheon at our all-employee meeting.
- Organized a National Aboriginal Day celebration with an afternoon of Aboriginal foods and cultural activities for all employees.
- Presented a career talk and recruitment workshop at S.U.C.C.E.S.S. employment services.
- Supported the following programs, events and initiatives:
  - Supported the 2008 North American Indigenous Games, attended by more than 20,000 athletes, cultural performers and spectators
  - The BC Sports Hall of Fame's Aboriginal Sport Hall of Fame Educational Program.
  - Junior Achievement of B.C.'s Economics for Success (for grade 9/10 Aboriginal students).
  - Chehalis Community School's Sts'ailes Dancers.

British Columbia Utilities Commission

MANDATE

The British Columbia Utilities Commission (BCUC) is a regulatory agency of the provincial government, operating under the Utilities Commission Act. The commission is responsible for ensuring that customers receive safe, reliable and non-discriminatory energy services at fair rates from the energy utilities it regulates, and that shareholders of these utilities are afforded a reasonable opportunity to earn a fair return on their invested capital. It approves the construction of new facilities planned by utilities and their issuance of securities. The commission's function is quasi-judicial and has the power to make legally binding rulings.

The commission has been self-funded since 1988. Its costs are recovered primarily through a levy on the public utilities, pipeline companies, and the Insurance Corporation of British Columbia, all of which it regulates.

The provincial government released its new Energy Plan, A Vision for Clean Energy Leadership in February 2007. The commission is now responsible for implementing many of the policy actions of the plan. The commission is also responsible for regulating the compulsory automobile insurance rates for mandatory insurance coverage offered by ICBC.

EXECUTIVE COMMITMENT TO MULTICULTURALIISM

The programs and services of the BCUC are delivered in a manner that is sensitive and responsive to British Columbia's diverse multicultural society.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The BCUC distributes its information brochures to libraries across the province. The commission develops specialty brochures about specific projects and regulatory initiatives, including brochures on participant funding, negotiated settlement processes and complaints process. The commission also issues a document titled Proceedings Filing Deadlines, concerning regulatory matters before the Commission. Information is also conveyed to customers by way of notices for workshops, pre-hearing conferences and public hearings that appear in local newspapers in the service areas of the utilities served. Internet users are invited to visit the BCUC's web site at http://www.bcuc.com where documents, applications and exhibits are electronically retrievable.

HIGHLIGHTS OF INITIATIVES

- The Commission and staff remain responsive to the diverse nature of the customers of regulated energy utilities in the province.
- The Commission provides timely responses to utility customer complaints, including those with multicultural backgrounds.
- Our published brochures contain timely contact information to assist the public in their actions and responsibility with regulated energy utilities.
- BC Hydro contracts for AT&T language line service, which assists in customer calls. Other regulated utilities have no formal service available, but have representatives that may assist with calls from customers who have difficulty in communicating in English.

MANDATE

The mandate of Columbia Basin Trust is to manage its assets for the ongoing economic, environmental and social benefit of the region, without relieving governments of any obligation in the region. The region served by Columbia Basin Trust is defined in the Columbia Basin Trust Act.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

It is a guiding principle of Columbia Basin Trust to focus on the whole Columbia Basin region and respect the diversity within it. Columbia Basin Trust supports cultural activities in its region through a range of initiatives, and strives to adhere to this principle in all of its activities.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

In fall 2008, Columbia Basin Trust's Board of Directors adopted a new Code of Conduct policy that applies to its employees. On an annual basis, Columbia Basin Trust requires that employees provide a declaration of understanding and acceptance of its Code of Conduct policy. The Code of Conduct policy specifies that employees must not engage in discrimination.

HIGHLIGHTS OF INITIATIVES

- $500,000 in funding to the Columbia Kootenay Cultural Alliance, which provides arts, culture and heritage grants in the Columbia Basin Trust region. Grants provided through the Columbia Kootenay Cultural Alliance include support for major and minor capital projects with a cultural focus, and support for organizational development activities for cultural organizations.
- Two granting streams, which communities accessed for a range of projects, including projects with a cultural focus.

Columbia Power Corporation

MANDATE

- To efficiently develop and operate commercially viable, environmentally sound and safe power project investments for the benefit of the Province and the residents of the Columbia Basin.
- To act as the manager of power project joint ventures with the Columbia Basin Trust.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Columbia Power believes that in order to plan and develop successful projects within communities, it is important to create effective partnerships between business, government, community service groups and individuals. With a diverse, multicultural population in our communities, CPC works hard to respect these diversities and acknowledges the years of commitment and dedication these multicultural groups bring to the richness and success of the region.

In keeping with its commitment to translate power project investments into benefits for local communities, CPC supports numerous events, projects and various multicultural organizations in the Columbia Basin communities through its Community Sponsorship program.

Columbia Power is also an equal opportunity employer.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

CPC supports multiculturalism activities in the Columbia Basin region with support from its community sponsorship budget. Through this budget, successful multicultural events and initiatives are held and delivered.

CPC is committed to including and working with First Nations, persons who self-identify as visible minorities, persons with disabilities and females in non-traditional roles in developing and working on power projects.

HIGHLIGHTS OF INITIATIVES

During 2008/09, the following multicultural groups/events were sponsored by Columbia Power Corporation:

- Doukhobor Men's Woodworking Group – Spoon carving workshop - $2,770
- Brilliant Cultural Centre - $2,500
- Lower Columbia All First Nations Council – Aboriginal Day - $1,200
- Ktunaxa Nation Council – Golf Tournament - $1,000
- Ktunaxa Child and Family Services – Life skills workshop for youth at risk - $2,000
- Ktunaxa Traditional Knowledge and Language Enrichment Society – Language Workshop- $4,400
- Okanagan Nation Alliance – Salmon Feast and Celebration - $5,000
- Okanagan Nation Alliance – Business Opportunities Conference - $2,000
- Action Society for Aboriginal Peoples – Literacy Camp for children and youth - $2,500
- Ki-Low-Na Friendship Society – Youth Career Fair at UBC Okanagan Campus - $1,500
- Shuswap Nation Tribal Council – $5,400

MANDATE

The Community Living Authority Act sets out CLBC's mandate and provides its legal basis to operate as a Crown agency. CLBC directs operations and develops associated policy, ensures standards are met and manages funds and services. CLBC is accountable to the provincial legislature through the Minister of Housing and Social Development. The Minister is responsible for funding, setting provincial standards and policies and monitoring CLBC's performance.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

CLBC is committed to the continuous improvement of the way services and supports are delivered to the individuals and families we support. This includes individuals from culturally diverse backgrounds, their families and communities.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

CLBC's commitment to multiculturalism has been integrated into our corporate planning and reporting processes. We are committed to ensuring multicultural representation exists within every CLBC working group and on all major initiatives. CLBC has incorporated an inventory of employee language skills so we are able to provide information in different languages as needed. Additionally, we strive to recruit from diverse cultures to reflect the composition of the communities we serve.

HIGHLIGHTS OF INITIATIVES

CLBC established the new position of Aboriginal Advisor. This position focuses on developing stronger relationships with Aboriginal leaders and community organizations that support Aboriginal peoples' disability-related needs.

An Interim Aboriginal Advisory Council, with representatives from across the province, was created to ensure Aboriginal communities have meaningful involvement in how CLBC services are designed, delivered and evaluated for Aboriginal communities, individuals with developmental disabilities and their families.

CLBC also provided an innovation grant to the Family Education and Leadership Project which provides opportunities for Korean families to gather and share information aimed to increase their awareness about person-centered options and to seek solutions to individual family needs.

First Peoples' Heritage, Language and Culture Council

MANDATE

- To preserve, restore and revitalize First Nations heritage, language, arts and culture.
- To increase understanding and sharing of knowledge in British Columbia.
- To heighten the appreciation and acceptance of the wealth of cultural diversity.
- To provide funding to British Columbia First Nations for arts, cultural and language programs.
- To create new initiatives, programs, resources and services related to First Nations heritage, language, arts and culture.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

We provide leadership and support to assist British Columbia First Nations communities in realizing their visions for the revitalization of their arts, cultures and languages so that they may be preserved, accessible, recognized and valued.

We have also established the First Peoples' Council as the go-to organization for government, First Nations leadership and public for information, services and advice related to British Columbia First Nations arts, culture and language issues.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

During 2008/09, the council:

- Strengthened relationships with the provincial government and British Columbia First Nations leadership to support revitalization of art, culture and heritage.
- Increased use of technology for recording and preserving cultural and language knowledge.
- Was a leader at the national and international level by developing best practices in culture and language revitalization.
- Established a communications strategy to promote the work of the council and our First Nations community partners.

HIGHLIGHTS OF INITIATIVES

- The Master-Apprentice Program sucessfully created new fluent speakers.
- Funding from TELUS assisted in the development of 225 video clips of "verbs in action" that were added to the FirstVoices video library.
- Two new arts programs were created: Sharing Traditional Arts Across Generations and Aboriginal Arts Administrator and Cultural Manager Internships Program.
- Four original artworks from First Nations artists were commissioned to enhance the permanent art collection of Government House by including more Aboriginal pieces.
- The council advised the National Arts Centre during British Columbia Scene, a 10-day arts festival that highlighted provincial artists and encouraged increased participation of Aboriginal artists.

MANDATE

- To provide equal opportunity employment for all British Columbians regardless of race, color or religion.
- To ensure that all staff treat others in the workplace with respect and dignity.
- To provide a work environment free of harassment and discrimination.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Forestry Innovation Investment Ltd. executive is committed to delivering its services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia as well as the foreign markets where its activities are delivered.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Three documents were completed in support of multiculturalism:

- Standards of Conduct Policy
- An Employee's Guide to a Healthy Workplace
- A Manager's Guide to a Healthy Workplace

These documents contain information and guidelines in support the mandate listed above and are distributed with each employee's policies and procedures binder.

HIGHLIGHTS OF INITIATIVES

Forestry Innovation Investment Ltd. is a very small organization and as such, any initiatives are contained in the various policies and guides already mentioned.

Homeowner Protection Office

MANDATE

The mandate of the Homeowner Protection Office (HPO), which was established by the Homeowner Protection Act, is to:

- Strengthen consumer protection for buyers of new homes.
- Help bring about improvements to the quality of residential construction.
- Support research and education respecting residential construction in British Columbia.
- Provide financial assistance to qualified owners of water-damaged homes.

The HPO's mission is to protect buyers of new homes from undue risk and assist the residential construction industry to mitigate that risk.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The HPO executive is committed to respecting and supporting the cultural diversity of staff and those with whom it does business.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Ensure that staff are treated fairly and professionally regardless of cultural background
- Ensure that HPO programs and services are communicated in ways that they can be understood by those of various cultures
- The manager of Communications and Service Planning has a master's degree in international business education which included specific training in multicultural management.

HIGHLIGHTS OF INITIATIVES

The corporate policy manual provided the following guidelines of workplace behaviour to ensure respect for cultural diversity:

- All employment advertisements clearly stated: "The HPO is committed to employment equity. We encourage applications from qualified women and men, including Aboriginal peoples, persons with disabilities and persons who self-identify as visible minorities."
- Some key information on the HPO website was available in English, Punjabi and Cantonese. In 2009, the HPO launched a new online home registration system with a demonstration available in these three languages.

MANDATE

To provide effective leadership of B.C.'s industry training system, thus assuring a timely supply of skilled labour for industry and career development opportunities for British Columbians.

Specifically, this includes:

- Through innovation and collaboration, developing training that is relevant and responsive to industry, community and labour market needs.
- Expanding access to training to under-represented groups in all regions of the province.
- Attracting more young people into trades training, promoting the benefits and rewards of a trades career path, and assisting in the transition from school to work.
- Demonstrating the link between effective skills training and improved productivity and global competitiveness.
- Creating avenues for training delivery and certification processes that are efficient, effective, and flexible.
- Ensuring labour mobility under the Agreement on Internal Trade; the Trade, Investment and Labour Mobility Agreement; and bi-lateral agreements of governments. This is done to ensure appropriate recognition of worker skills developed elsewhere, and to support multi-lateral and bi-lateral labour mobility initiatives.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ITA is implementing various targeted labour-supply initiatives aimed at increasing participation in industry training programs and trade certification by targeted labour market groups including Aboriginal peoples and immigrants.

While no longer the subject of specific service plan measures, target group participation will continue to be tracked, and it will contribute to overall training participation growth.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The ITA will continue to work on different initiatives in support of multiculturalism.

HIGHLIGHTS OF INITIATIVES

As part of the Labour Market Agreement between the federal and provincial governments, the ITA provided targeted funding to programs for Aboriginal peoples and immigrants to Canada, including:

- Funding for 13 pre-apprenticeship and apprenticeship training programs for Aboriginal peoples beginning in January 2009; and funding for three demonstration projects for immigrants set to run from January 2009 to March 2010. Based on results of these initial projects, the ITA will develop its long term program strategies for these target labour market groups.
- Development and implementation of the Multiple Assessment Pathways (MAP) initiative that is currently being piloted with the Cook trade, which provides alternate methods (e.g. practical exams, interviews, and self-assessment) of assessing previous experience or training acquired outside Canada or outside the formal apprenticeship training system.

Insurance Corporation of British Columbia

MANDATE

ICBC provides universal basic auto insurance to British Columbia motorists and also competes for the optional auto insurance business. As part of its mandate, ICBC provides vehicle and driver licensing services, vehicle registration services and fines collection on behalf of the provincial government. ICBC invests in fraud prevention and road safety initiatives to promote a safer driving environment throughout British Columbia.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

ICBC is committed to promoting fair and equitable access to its services, programs and employment opportunities.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Policies are in place to promote understanding and respect toward employees and customers of diverse backgrounds. These include our policies on employment equity, harassment-free workplace, combating racism and reasonable accommodation.

Employment advertisements include an employment equity statement to encourage applications from all qualified individuals.

In-house displays, celebrations and events are organized throughout the year to increase awareness and understanding of cultural diversity and multiculturalism.

HIGHLIGHTS OF INITIATIVES

- The Road Safety Department has been working with First Nations youth from Vancouver's Downtown Eastside, Strathcona and Grandview Woodlands areas on the Never Again Steal Cars project.
- Multilingual staff are available to provide customers with translation services.
- Select brochures providing information on insurance, claims and drivers licensing are produced in high-demand languages.
- ICBC attended several career fairs throughout the year that represented different ethnic or socio-economic backgrounds, such as YWCA Vancouver and Progressive Intercultural Community Services.
- The driver's license knowledge test can be taken in Cantonese, Croation, Farsi, Mandarin, Punjabi, Arabic, Russian, Spanish Vietnamese, French and English.
- Continued to publish Chinese and Punjabi materials for booster seats, NVR Plus, DRP and the Crash Card.
- Re-branded four Chinese and Punjabi brochures and one French brochure.
- Currently in the final stages of creating an online practice driver's licence knowledge test in Punjabi.
- ICBC worked with the Prince George Nechako Aboriginal Employment and Training Association (PGNETA) in assisting them to recruit instructors to go to remote communities to provide driver training.
- Currently in the process of facilitating group knowledge testing at some of our offices to accommodate First Nations customers whose training was provided through PGNETA at remote communities.
- ICBC provides customers who call Bodily Injury by Phone the option of using an interpreter service that has over 160 languages.

MANDATE

- To carry on the business of broadcasting and communications to provide unique, quality educational programming to British Columbians.
- To promote lifelong learning in British Columbia by providing quality educational programming.
- To inform and educate British Columbians about their province and about issues that are relevant to them.
- To provide British Columbians with a unique television experience.
- To collaborate with the independent television and web media production sectors in British Columbia.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The first of five KNC strategic goals, with defined measures and targets, is branding. We are British Columbia's only independent, digital, commercial-free, educational broadcaster that reflects the province's diversity and multiculturalism and supports the lifelong pursuit of knowledge, connecting British Columbians to their world.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

One of five corporate values to inform decision-making is respect; we demonstrate due regard for everyone and strive to reflect diverse points of view.

HIGHLIGHTS OF INITIATIVES

- East Is East – weekly branded programming dedicated to content about life in the rapidly changing Asia Pacific region.
- Ongoing programming featuring Aboriginal communities, cultures and issues as part of our children, family and arts and culture programming.
- Monthly newsletter provided to staff acknowledging world religious holidays and cultural observances.
- Census data and other relevant reports from Statistics Canada and BC Stats regularly updated and accessible to all staff through the intranet portal.

Legal Services Society

MANDATE

Under section 9 (1) of the Legal Services Society Act, the LSS mandate is to (a) assist individuals to resolve their legal problems and facilitate their access to justice, (b) establish and administer an effective and efficient system for providing legal aid to individuals in British Columbia, and (c) provide advice to the Attorney General respecting legal aid and access to justice for individuals in British Columbia.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The LSS guiding principles includes a policy to deliver legal aid services in an environment where all individuals are treated with fairness, dignity and respect. Employees are expected to recognize the importance of culture at LSS and to help eliminate inequities and biases from existing services and methods of service delivery. LSS ensures that staff behaviour toward clients/applicants and colleagues is free from racism and discrimination in all its forms.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The guiding principles of LSS's administrative policies and procedures include a code of ethics, a discrimination and harassment policy and an employment equity policy, as well as collective agreements.

The society ensures its services are accessible to all communities by:

- Funding interpreters and translators for clients who need them to work with their legal aid lawyers.
- Providing interpreter services and translated scripts for LSS Call Centre and LawLINE clients.
- Producing public legal education and information materials in as many as 12 languages other than English.
- Requiring staff to adhere to a code of ethics that includes non-discrimination and non-harassment.
- Following an employment equity policy.

HIGHLIGHTS OF INITIATIVES

Aboriginal Legal Aid Services: This was the first full year of a 3-year project to identify unmet needs of Aboriginal clients, consult with Aboriginal communities across B.C. and pilot service models. Pilot locations to date include Nanaimo, Williams Lake and Port Hardy. The project also created new public legal education materials for the Aboriginal community and helped coordinate a continuing legal education program on child apprehension for lawyers and advocates.

The LSS also added a family staff lawyer and a senior intake legal assistant, both designated Aboriginal positions, to the Terrace regional centre to help improve legal aid services for local Aboriginal communities. Two articling student positions at LSS have also been designated Aboriginal.

Training: Over 50 LSS staff in four communities attended training in identifying and supporting clients with Fetal Alcohol Syndrome Disorder, a recognized barrier facing many Aboriginal peoples. Training will continue in other locations in 2009/10.

Public Legal Information and Education: LSS translated two key booklets into Chinese and Farsi, as well as a brochure that describes how legal aid services can help into 11 languages. For its Family Law in B.C. website, LSS created 12 new multilingual resource pages (one per language), added a new Spanish video page, and added a new self-help guide in nine languages on serving papers for a Supreme Court family law proceeding.

Community outreach and development: Multicultural project development and liaison/partnership with multicultural agencies to deliver services are important functions of LSS fieldworkers and legal information outreach workers. In 2008/09, a minimum of 50 per cent of the time of one LSS fieldworker was dedicated to this work; LSS training conferences/workshops for advocates and intermediaries included multicultural issues.

MANDATE

In British Columbia, the Liquor Distribution Branch (LDB), under the authority of the Liquor Distribution Act, has the sole right to purchase beverage alcohol, both in and out of British Columbia, in accordance with the Importation of Intoxicating Liquors Act (Canada).

Reporting to the Minister of Housing and Social Development, the LDB is responsible for the importation, distribution, wholesaling and retailing of beverage alcohol in British Columbia and operates government liquor stores and distribution centres in the province.

With 197 stores and an average of 700,000 customer visits each week, the LDB is in a unique position to provide customer service linking our multicultural community.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The LDB executive and management is committed to the principles of multiculturalism in our marketing and customer service initiatives, as well as in our role as an employer of choice. The marketing department constantly reviews the LDB's calendar of retail promotions and incorporates multicultural celebrations in its chosen themes.

Responsibility for multiculturalism rests at the executive level, shared between the executive director of human resources and the executive director of retail services, but is embedded in all areas of Human Resources and Retail Services – including new employee hiring, retail initiatives and outreach and management training programs.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Responsibility for equity, diversity and multiculturalism is shared between the executive director of human resources and the executive director of retail services, both of whom are members of the LDB executive committee.

The LDB's respect for all cultures is woven into the fabric of all recruitment strategies and hiring processes for the stores, distribution centres and corporate head office. The LDB's multicultural diversity of its employees is represented in new recruitment materials. Further, this respect for all cultures is reflected in all training programs, ranging from new employee orientation to management development.

HIGHLIGHTS OF INITIATIVES

As a retailer within government, the LDB is in a unique position to provide information to our customers – the people of British Columbia – on the many opportunities to enhance our cultural experience through the pairing of beverage alcohol with food.

In fiscal 2008/09, the LDB continued with these initiatives, highlighting several popular programs that engage customers in the food and beverage experience:

Recruitment Materials
The LDB's respect for the multicultural diversity of its employees is reflected in new recruitment materials featuring employees from a multitude of backgrounds. The materials are in the form of brochures, career fair materials, videos and other online content on our website.

In-store and public website promotions
Various cultural events are supported by signage, displays and special events in BC Liquor Stores. Chinese New Year displays in 75 stores were complemented by special food and beverage events at the flagship 39th & Cambie store's demonstration kitchen. The store also hosted food and beverage alcohol events representing the culture, cuisine and beverage alcohol of Argentina, Australia, France, Chile and many other countries, and there was also a Cinco de Mayo event with a live Mariachi band.

Signature BC Liquor Stores often have had smaller events complementing those at the 39th and Cambie store.

Publications
The LDB's popular complimentary publication, Taste, is available in-store and online. The multicultural mosaic of British Columbia is infused in every issue, featuring personalities, educational articles, and paired products and recipes from the around the world. These are complemented by brochures for consumers.

The January 2009 issue of the BC Liquor Stores Product Guide featured an extensive Chinese New Year greeting food and beverage article. The VQA (Vintners Quality Alliance) Taste Picks features a selection of B.C. wines regularly and incorporates multicultural food and wine pairings.

Oil and Gas Commission

MANDATE

The mandate of the Oil and Gas Commission is to:

- Regulate oil and gas activities and pipelines in British Columbia in a manner that:
  - provides for the sound development of the oil and gas sector, by fostering a healthy environment, a sound economy and social well being;
  - conserves oil and gas resources in British Columbia;
  - ensures safe and efficient practices; and
  - assists owners of oil and gas resources to participate equitably in the production of shared pools of oil and gas.
- Provide for effective and efficient processes for the review of applications related to oil and gas activities or pipelines, and to ensure that applications that are approved are in the public interest of having regard to environmental, economic and social effects.
- Encourage the participation of First Nations and Aboriginal peoples in processes affecting them.
- Participate in planning processes.
- Undertake programs of education and communication in order to advance safe and efficient practices and the other purposes of the commission.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The commission supports the government-wide multiculturalism policy, which guides the delivery of services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia. The commission's workforce is increasingly diverse, and the benefits for the wider range of experience, knowledge and skills among its employees.

Our vision is to be the innovative regulatory leader, respected by stakeholders, First Nations and clients.

The commission regulates oil and gas activity through fair, consistent, responsible and transparent stakeholder engagement for the benefit of British Columbians, and balances environmental, economic and social outcomes.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The commission continues to work on different initiatives in support of multiculturalism.

HIGHLIGHTS OF INITIATIVES

The commission actively carries out outreach recruitment in First Nation communities, local communities and educational institutions. We have eight Aboriginal employees and 14 other employees who self-identify as visible minorities in a 180 FTE organization.

The commission participates in several First Nation community activities annually: Doig Days, Sweat Camp, Beaver School, Petitot Gathering and a wellness conference.

The commission works closely with First Nations in their communities, and has First Nations people learning the duties of the commission by coming into our offices.

MANDATE

Pacific Carbon Trust's mandate is to deliver quality B.C.-based greenhouse gas offsets to help clients meet their carbon reduction goals and to support growth of this industry in B.C.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

PCT's board of directors and executive team recognizes and supports the important purpose of the Multiculturalism Act. The board has adopted B.C.'s public sector standards of conduct, which indirectly relates to the issues of multiculturalism. The standards address the need for respect and dignity in workplace behaviour, including preventing discrimination and harassment in the workplace.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

2008/09 was PCT's first year of operation and the focus has been on establishing the corporation and setting up operations. However, even during this start-up year, PCT retained the services of an individual in the Korean Government Overseas Dispatch Program.

HIGHLIGHTS OF INITIATIVES

Pacific Carbon Trust will develop its second service plan in 2009, and will look for further opportunities to support diversity and multiculturalism.

Partnerships British Columbia Inc.

MANDATE

Partnerships British Columbia Inc. (Partnerships BC) is a company responsible for bringing together ministries, agencies and the private sector to develop projects through public private partnerships. As a company registered under the Business Corporations Act, Partnerships BC is wholly owned by the Province of British Columbia and reports to its shareholder, the Minister of Finance.

Our mission at Partnerships BC is to structure and implement partnership solutions which serve the public interest.

Partnerships BC's core business is to:

- Provide specialized services, ranging from advice to project leadership/management to government and its agencies with respect to identifying opportunities for maximizing the value of public capital assets and developing public private partnerships.
- Foster a business and policy environment for successful public private partnerships and related activities by offering a centralized source of knowledge, understanding, expertise and practical experience in these areas.
- Manage an efficient and leading-edge organization that meets or exceeds performance expectations.

The company's clients are public sector agencies, including ministries and Crown corporations. To serve these clients effectively, Partnerships BC is also working to build strong relationships with private-sector partners such as businesses, investors, and the financial services sector.

The company's organization, staffing and governance reflect and support this meshing of public-and-private sector interests.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Partnerships BC is committed to the values set out in the Multiculturalism Act (1993). Partnerships BC recognizes diversity, encourages respect for multicultural heritage, racial harmony and the full and free participation of British Columbians in every aspect of economic, social and political life. The organizational culture honours both the individual and the contribution of the team.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Partnerships BC supports the multicultural initiatives of its clients, particularly in the area of public and First Nations consultation.

Partnerships BC supports an ethnically-balanced board of directors.

HIGHLIGHTS OF INITIATIVES

Partnerships BC supported its client's multicultural initiatives, including public and First Nations consultation.

Partnerships BC ensured its progressive management practices and personnel policies reflected a fair and equitable work environment that supported a healthy workplace and organization.

MANDATE

The vision of the Provincial Capital Commission is to connect and celebrate the capital with all British Columbians. The mandate of the PCC is to deliver programs that connect British Columbians to their capital; to foster pride and awareness of the diverse cultures and rich history of their province; to provide responsible stewardship of public assets; and to be a self-sustaining Crown corporation.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The PCC supports government-wide multiculturalism policies that guide the delivery of programs in a manner that is sensitive and responsive to the multicultural reality of B.C.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

In the PCC's current service plan, program goals state an emphasis on youth and children, history/heritage, culture, Aboriginal peoples and civic commitment. Values and guiding principles include recognizing and supporting the diversity of British Columbia's cultures, landscapes and history. Since 2006, the PCC has engaged a First Nations consultant to help build connections and develop outreach programs aimed at Aboriginal groups.

HIGHLIGHTS OF INITIATIVES

- Provided a venue and funding for National Aboriginal Day concert in June 2008.
- Sponsored a major sport (baseball: name sponsor) at the North American Indigenous Games in August. 2008
- Provided consultant support for the Anniversaries of Change anti-racism project.
- Attended the Komagata Maru commemoration dinner in Surrey in July 2008
- Attended the Yuquot Festival at the invitation of Mowachaht-Muchalaht Nation in August. 2008.
- Provided major support for the Inter-Cultural Association's Luminara festival, for the City of Victoria's Signs of Lekwungen public art project and for the Maritime Museum's Maritime Mosaic intercultural initiative.
- Featured pioneer Chinese-Canadian issues in our award-winning multimedia social studies unit for grade 10, released in October 2008.
- Posted PCC-produced mini-documentaries on YouTube of B.C.'s Jewish, Black, Chinese-Canadian, Doukhobor and First Nations communities. These postings started in February 2009.
- Sponsored nutrition breaks at the annual BCAAFC Youth Conference in March 2009.

Royal British Columbia Museum Corporation

MANDATE

The Royal British Columbia Museum Corporation is the only organization in the world dedicated specifically to the preservation of, and education about, the human, natural and archival history of British Columbia. Its purpose is to fulfill the government's fiduciary responsibilities for public trusteeship of the provincial collections and exhibits, and to preserve the collections for future generations of British Columbians.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- The RBCM strives to explain the human, natural and archival history of the province of British Columbia and is the only institution in B.C. that assumes this role.
- Where possible, continue to commit to diversity in the work-place through hiring practices that recognize diversity for front-line customer service staff and co-op students.
- Provide staff with cultural awareness training (such as Culturally Responsive Service Delivery) and information through pamphlets and other information pieces.
- The RBCM presents controversial issues in an objective way, and is perceived by the community as a place that presents balanced views.
- The RBCM site is a centre of activity for locals, tourists, school children, First Nations cultural groups and scholars.
- The RBCM will continue to engage in the process of repatri-ating cultural material through First Nations and the Treaty Negotiations office.
- The RBCM's First Nations collections date back to the late 1800's when they were originally collected to prevent loss of cultural heritage to other areas of North America and overseas.
- The BC Archives is a valuable resource for researchers. It is one of the major information sources for B.C.'s human history and a vital element of British Columbia's culture.
- Public programming reflects a diversity of interests, and the exhibits, collections and holdings provide opportunities for visitors to learn more about the many ethnic groups that make up British Columbia.

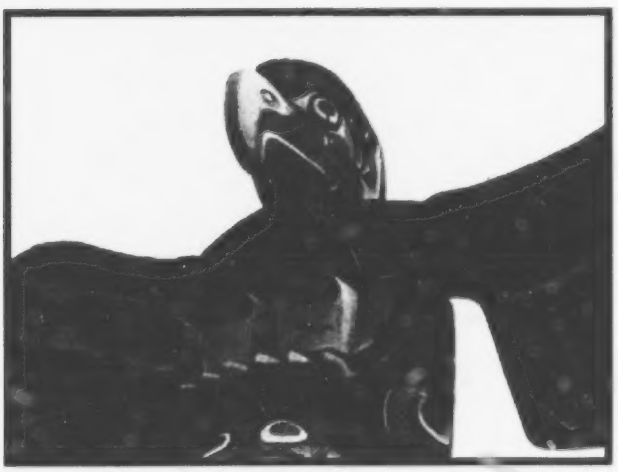
KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The RBCM culture supports diversity through its collection development, delivery of programs and daily activities.

HIGHLIGHTS OF INITIATIVES

- Recognized as a world class institution, hosting visitors from around the world, the Royal BC Museum was honoured with also being recognized as one of Canada's Top 100 Employers for 2008, B.C.'s Top 40 Employers for 2008 and B.C.'s Top 50 Employers for 2009.
- Opened the "Free Spirit; Stories of You, Me and B.C." – an exhibit showcasing the story of British Columbia. The exhibi and other projects (book, website, train tour, DVD and van tour) celebrates the province through the stories of B.C.'s First peoples to its newest citizens, from the early European surveyors to today's high-tech visionaries and from the pillar of the province to its legendary eccentrics.
- For the duration of the Free Spirit exhibit, the Royal BC Museum created a multicultural celebration called From th World to BC. In partnership with the Inter-Cultural Associatio of Greater Victoria, the Victoria Native Friendship Centre an other First Nations groups, this initiative was designed t build relationships with cultural groups that may not typicall visit the RBCM events. Experiences included monthly cultur performances on Saturdays that allowed visitors to talk, danc and sign with people from around the world.
- Organized many events to commemorate Veteran's Wee including a series of photographic portraits of those wh served in the Second World War, showcasing Aboriginal an Métis veterans who played major roles in Canada's wartim contributions.
- School Programs offers "A Day's Journey" which takes grad 4 students through a day in the life of a First Nations child history. This is provided throughout the school year.

- Living Landscapes Program: A program that brings people face-to-face with RBCM staff and their research in exploring the human and natural history of the province, First Nations, educators, naturalists and other agencies. This program encourages and facilitates the exploration and appreciation of the human and natural history of areas in B.C. from the perspective of the people who live here.
- Provided access to more than 3,523 original Aboriginal audiotapes that document the languages and stories of British Columbia's First Nations.
- The second year of Thunderbird Park virtual site showcased the history of Thunderbird Park and the origin/meaning of the totem poles and various artifacts.
- Participated in treaty-related activities with the following First Nations: Chemainus, Cowichan, Gitxsan, Haida, In-SHUCK-ch, Ktunaxa, Lekwammen, Maa-nulth, Malahat, Oweekeno, 'Namgis, Pauquachin, Sliammon, Snuneymuxw, Tseycum, Yale and Yekooche.
- Ongoing sales of published books, including best seller, "Indian History of B.C." and "Songhees Pictorial", published by the Royal BC Museum Corporation.
- Re-printed, for the fourth time, "Food Plants of Coastal First Peoples". This book was originally published by the Royal BC Museum Corporation.
- Continued to create and install information kiosks throughout the galleries, to allow visitors to read information about what they are seeing, in seven different languages.
- Updated and made more comprehensive French language visitor maps with other languages being slated for updating in the coming year.



- Managed the national tour of the "Treasures of the Tsimshian from the Dundas Collection" exhibition, showcasing First Nations artifacts across the country.
- The RBCM has approximately 450 volunteers who reflect the diversity of the community. Volunteer positions offer an opportunity to practice the language for those who have English as a second language.
- The staff of the RBCM speak, read and/or write English, French, German, Dutch, Spanish, Polish, Mandarin, Cebuano, Hindi, and Arabic. This enables us to interact effectively with our visitors from around the world.
- Opened the "War Brides: One-Way Passage" exhibit, showcasing artist Bev Toth's collection of 80 contemporary paintings, more than 800 photographs and a series of multi-media installations. The exhibit focused on the 44,000 war brides and their 21,000 children who immigrated to Canada during the Second World War, an effort organized and paid for by the Canadian Government.
- Wrote and published a commemorative book designed to celebrate British Columbia's 150th anniversary as a Crown colony. The book is a collection of vignettes about the lives, locations, characters and cornerstones that have shaped British Columbia.
- Hosted a celebration of Japanese culture by presenting a traditional tea gathering and ceremonial folk dancing event, The Way of Tea. Following the tea presentation and dance, audience members were invited to try on yukatas (summer kimonos).
- Announced the next major exhibition, "Treasures: The World's Culture from the British Museum." It is the North American premiere of artifacts from the British Museum, highlighting cultural achievements – artistic, ceremonial, decorative and functional. It illustrates how cultures have come together – and come apart – through the ages.
- Displayed the photographic collections in the "Upstairs at Wah Lee's: Portraits from the C.S. Wing Studio." An exhibition of 30 framed photographs and text panels, as an intimate view into rural B.C. life in the early 20th century, Quesnel. The town of Quesnel at the turn of the century was intensely multicultural, and Wing's photographs document the significant presence of Chinese and First Nations people.

Tourism British Columbia

MANDATE

Under the Tourism British Columbia Act, the corporation is responsible for:

- Marketing British Columbia as a tourism destination.
- Providing information services for tourists.
- Encouraging enhancement of standards of tourist accommodation, facilities, services and amenities.
- Enhancing professionalism in the tourism industry.
- Encouraging and facilitating the creation of jobs in the tourism industry.
- Collecting, evaluating and disseminating information on tourism markets, trends, employment, programs and activities; the availability and suitability of infrastructure; and of services that support tourism activities.
- Generating additional funding for tourism programs.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Tourism British Columbia's commitment to multiculturalism is reflected best in the strong support for corporate values that have been identified by staff throughout the organization. These are: Integrity – what we bring as individuals; Enthusiasm – what we portray; Teamwork – how we work together; and Progressive – what we strive for. In addition, as an organization that conducts business in markets around the globe, the corporation employs international staff and implements in-market program activities in such a way that respects the diversity of interests and cultural sensitivities that exist worldwide.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Respect for the individual is a principle at Tourism BC. The organization adheres to and supports the Human Rights Acts of British Columbia and Canada which protect individuals from harassment and other forms of discrimination on the basis of race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, age and conviction for a criminal or summary conviction offence that is unrelated to employment.

HIGHLIGHTS OF INITIATIVES

- Tourism British Columbia continues to work with the Aboriginal Tourism Association of B.C. on the implementation of programs that develop and market Aboriginal tourism products.
- Tourism British Columbia maintains offices in Australia, Germany, Japan, Taiwan, Korea and the United Kingdom.
- Tourism BC has four Asian language websites - Japanese, Korean, Chinese for China and Chinese for Taiwan.
- Tourism BC also has destination websites for the UK, Germany, Australia and Mexico markets.
- Tourism BC was a partner in the British Columbia Canada Pavilion in Beijing, which opened in May, 2008 and maintained programming throughout the 2008 Summer Olympic Games, which saw visitors from all over the world.